



THE CAHPS DATABASE

2012 CAHPS Clinician & Group Survey Database

2012 Chartbook: *What Patients Say About Their Health Care Providers and Clinics*

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1. EXECUTIVE SUMMARY

The 2012 CAHPS Clinician and Group (CG-CAHPS) Database includes comparative results for the following CG-CAHPS Survey versions:

- 12-month Adult 2.0 Core Survey
- 12-month Adult 2.0 with Patient-Centered Medical Home (PCMH) Supplemental Items
- 12-month Child 2.0 combined with Patient-Centered Medical Home (PCMH) Supplemental Items
- Visit Adult 2.0 Core Survey

This Chartbook presents comparative results for the composites and provider ratings for each survey version. A series of bar charts shows the overall national distribution of responses followed by the response distributions for selected practice site characteristics including region, physician specialty, practice ownership and affiliation, and survey mode.

Selected highlights include:

- The 2012 CG-CAHPS Database includes a total of 766,506 patient experience survey responses submitted voluntarily by 2,399 medical practices, representing over twice the number of surveys included in the 2011 and 2010 CG-CAHPS Databases.
- The CG-CAHPS Visit version continues to comprise the single largest component of the CG-CAHPS Database, expanding to include 613,396 responses in 2012 compared to 266,327 responses in 2011.
- As shown in Table 1-1, top-box scores (the most positive survey response) are generally consistent across the four survey versions (for the composites and ratings that can be compared).¹ Notable exceptions are higher scores for the Access composite and lower scores for the Office Staff composite among the Child 12-Month and PCMH combined survey responses.

Table 1-1. Comparison of Top-Box Scores By Survey Version

Composite/Item	12-Month Adult	12-Month Adult PCMH	12-Month Child and PCMH Combined	Visit Adult
Access (Getting Timely Appointments, Care, and Information)	63%	62%	69%	62%
Provider Communication (How Well Providers Communicate with Patients)	84%	84%	85%	NC ²
Office Staff (Helpful, Courteous, and Respectful Office Staff)	78%	80%	72%	NC
Follow-Up on Test Results	74%	75%	72%	NC
Patients' Rating of the Provider	79%	79%	80%	80%

¹ Note that the Visit Adult version top-box results for Provider Communication, Office Staff, and Follow-Up on Test Results cannot be compared to the 12-Month versions because of differences in the survey response scales.

² NC indicates that survey results are Not Comparable due to differences in question wording or response scales or both.

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- Highest scores for all survey versions are reported for the Provider Communication composite, followed by Provider Rating, Office Staff, and Follow-Up on Test Results.
- As shown in Table 1-2, scores for the new supplemental composites for the PCMH survey versions are generally lower compared to the core composites. Some of these differences may be related to differences in response scales.

Table 1-2. Comparison of Top-Box Scores for 12-month Adult and Child PCMH Survey Composites

Composite	12-Month Adult PCMH	12-Month Child and PCMH Combined
Access (Getting Timely Appointments, Care, and Information)	62%	69%
Provider Communication (How Well Providers Communicate with Patients)	84%	85%
Office Staff (Helpful, Courteous, and Respectful Office Staff)	80%	72%
Providers Pay Attention to Your Mental and Emotional Health	47%	NC
Providers Support You in Taking Care of Your/Child's Own Health	48%	36%
Providers Discuss Medication Decisions	66%	NC
Providers' Attention to Your Child's Growth and Development	NC	67%
Providers' Advice on Keeping Your Child Safe and Healthy	NC	65%

- As shown in Table 1-3, a comparison of survey results by region for the Visit Adult version reveals consistently lower scores in the West.

Table 1-3. Comparison of Visit Adult Top-Box Scores By Region

Composite/Item	CAHPS DB Overall	Northeast	Midwest	South	West
Access (Getting Timely Appointments, Care, and Information)	62%	66%	62%	61%	53%
Provider Communication (How Well Providers Communicate with Patients)	91%	91%	91%	91%	89%
Office Staff (Helpful, Courteous, and Respectful Office Staff)	91%	92%	92%	90%	88%
Patients' Rating of the Provider	80%	80%	80%	82%	77%

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- As shown in Table 1-4, a comparison of survey results by physician specialty for the Visit Adult version reveals consistently higher scores for Surgical specialties.

Table 1-4. Comparison of Visit Adult Top-Box Scores By Physician Specialty

Composite/Item	CAHPS DB Overall	Family Practice	Internal Medicine	OB/GYN	Surgical
Access (Getting Timely Appointments, Care, and Information)	62%	60%	62%	64%	71%
Provider Communication (How Well Providers Communicate with Patients)	91%	91%	92%	92%	91%
Office Staff (Helpful, Courteous, and Respectful Office Staff)	91%	91%	92%	89%	93%
Patients' Rating of the Provider	80%	80%	80%	83%	85%

2. INTRODUCTION

This Chartbook presents a summary of results for several versions of the CAHPS Clinician & Group Survey (CG-CAHPS). Results were obtained through the voluntary submission of survey data to the CAHPS Database by health systems, medical practices, and other survey sponsors administering one or more of the following CG-CAHPS versions:

- 12-month Adult 2.0 (4-point scale)
- 12-month Adult 2.0 (4-point scale) with Patient-Centered Medical Home (PCMH) Supplemental Items (i.e., the PCMH Survey for adults)
- 12-month Child 2.0 (4-point scale)
- 12-month Child 2.0 (4-point scale) with Patient-Centered Medical Home (PCMH) Supplemental Items (i.e., the PCMH Survey for children)
- Visit Adult 2.0

Data submitted for these survey versions were collected during the 6-quarter "field period" between October 2011 and March 2013. This field period comprises the 2012 CG-CAHPS Database. A small number of results included in the 2012 Database came from survey sponsors using the 1.0 version of CG-CAHPS.

The summary results presented in this Chartbook are compiled from detailed data displays reported in the CG-CAHPS Database Online Reporting System (ORS) at https://cahpsdatabase.ahrq.gov/CAHPSIDB/Public/CG/CG_About.aspx.

The CG-CAHPS Database ORS consists of both a public site and a private submitter's site available only to survey users that contribute data. Survey users that submit data to the CG-CAHPS Database are provided access to a secure, password-protected area of the online reporting system that allows them to compare their own results to selected benchmarks. Both the public site and the submitter's site present CG-CAHPS results for composite measures, ratings, and individual survey items, organized according to survey version and field period. Displays available through the various tabs include "top box" scores, frequencies, bar charts, and percentiles. The "report builder" feature allows users to create and download custom reports on demand.

Research files for the CG-CAHPS data presented in this Chartbook, as well as from the 2011 and 2010 CG-CAHPS Databases, are available upon request according to the CAHPS Database Data Release Policy. (To learn more, visit <https://cahpsdatabase.ahrq.gov/DataResearchers.aspx>)

The CG-CAHPS Database Online Reporting System will be updated periodically with new data submitted by CAHPS Clinician & Group survey users. Questions or comments regarding this Chartbook or any aspect of the CG-CAHPS Survey Database may be directed to the CAHPS Database toll-free help line at 888-808-7108 or by email to CAHPSDatabase@westat.com.

3. CG-CAHPS DATABASE COMPOSITION

Growing numbers of health systems and medical practices administering the CAHPS Clinician & Group (CG-CAHPS) Survey are submitting their survey results to the CAHPS Database.

Table 3-1 summarizes the number of survey respondents and practices contained in the CG-CAHPS Database for the three submission periods offered since the inception of this component of the CAHPS Database in 2010. The number of practice sites is indicated in parentheses.

Table 3-1. Composition of the CG-CAHPS Database by Survey Version

	Visit	12-month				
Year (Version)	Adult	Adult 4-point	Adult PCMH 4-point	Child/PCMH combined 4-point	Adult 6-point	Child 6-point
2012 (2.0)	613,396 (1,718)	100,527 (286)	49,307 (337)	3,276 (58)	N/A	N/A
2011 (1.0)	266,327 (769)	52,434 (219)	N/A	N/A	75,051 (869)	N/A
2010 (1.0)	103,442 (469)	41,834 (234)	N/A	N/A	180,588 (339)	4,883 (52)

The 2012 CG-CAHPS Database includes a total of 766,506 patient experience survey responses submitted by 2,399 medical practices, representing over twice the number of surveys included in the 2011 and 2010 CG-CAHPS Databases.

The CG-CAHPS Visit version continues to comprise the single largest component of the CG-CAHPS Database, expanding to include 613,396 responses in 2012 compared to 266,327 responses in 2011.

For the first time, comparative results are reported for the adult and child versions of the new CG-CAHPS Survey with Patient-Centered Medical Home (PCMH) items. Due to the relatively small number of 12-Month Child Survey results submitted for 2012, these results have been combined with the 12-Month Child Survey with PCMH supplemental items.

Due to efforts aimed at reducing the number of CG-CAHPS survey versions, the CAHPS Database is no longer supporting the 6-point version of the 12-Month Survey.

4. CHARACTERISTICS OF THE 2012 CG-CAHPS DATABASE

This section describes the types of practices that comprise the comparative results for each CG-CAHPS version included in the 2012 CG-CAHPS Database. Although it is important to note that the practices voluntarily submitting data to the CAHPS Database do not constitute a representative sample of all medical practices in the United States, users can compare their results to similar organizations using the reported practice site characteristics.

The practice site characteristics collected by the CAHPS Database include region, physician specialty, practice ownership and affiliation, and survey mode. Data on the region, and practice ownership and affiliation were reported by participating practice sites separately from the survey response data. Physician specialty and survey mode were reported at the sample level for each completed survey.

Region

As shown in Table 4-1, the largest concentration of practice sites was from the Northeast region, closely followed by the Midwest region. Practice sites were assigned to one of the U.S. Census Bureau's four official regions based on the practice sites' self-reported State and zip code information. Appendix B lists the regions and the states included in each region.

Table 4-1. Distribution of Practice Site Counts and Total Survey Completes by Region³

Region	12-Month Adult		12-Month Adult PCMH		Visit Adult		12-month Child/PCMH Combined	
	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes
Midwest	58	41,089	-	-	701	280,360	-	-
Northeast	116	11,592	243	43,840	375	124,409	30	2,355
South	-	-	94	5,467	479	155,110	-	-
West	112	47,846	-	-	163	53,517	28	821
TOTAL	286	100,527	337	49,307	1,718	613,396	58	3,276

Physician Specialties

The distribution of physician specialty by each survey type is shown in Table 4-2. Other than 'missing', the largest concentration of specialty types across all the CG-CAHPS survey versions was 'family practice', followed by 'other specialty'. Since more than one specialty can be attributed to a given practice site, the total number of practice sites included across all specialty categories may be greater than the absolute number of practice sites.

³ When reporting comparison scores by practice site characteristic categories, a category's results are suppressed if there are fewer than five practices and/or fewer than 300 completed surveys available for that category. This rule applies to all four demographics tables.

Table 4-2. Distribution of Practice Site Counts and Total Survey Completes by Physician Specialty

Physician Specialty	12-Month Adult		12-Month Adult PCMH		Visit Adult		12-month Child/PCMH Combined	
	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes
Missing	114	15,676	196	27,025	1,228	290,060	23	1,426
Family Practice	75	28,246	91	10,039	532	146,883	-	-
Internal Medicine	74	18,317	50	4,762	229	45,089	-	-
OB/GYN	29	3,083	18	1,039	140	21,306	-	-
Pediatrics	24	1,720	-	-	45	1,074	22	1,467
Other Primary Care	7	506	25	357	30	1,196	-	-
Surgical	26	2,736	15	1,332	161	23,016	-	-
Other Specialty	127	30,243	55	4,583	380	84,772	-	-
TOTAL	476	100,527	450	49,137	2,745	613,396	45	2,893

Ownership and Affiliation

The distribution of the practice ownership and affiliation categories is shown in Table 4-3. Each version of the CAHPS Clinician & Group Survey reflects a different ownership and affiliation and is not representative of the U.S. distribution. In addition, some of the categories are not mutually exclusive and could therefore misrepresent the true distribution even among the practice sites included in the database.

Table 4-3. Distribution of Practice Site Counts and Total Survey Completes by Practice Site Ownership and Affiliation

Practice Ownership and Affiliation	12-Month Adult		12-Month Adult PCMH		Visit Adult		12-month Child/ PCMH Combined	
	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes
Provider/Physician	-	-	33	6,088	663	237,554	5	446
Hospital/Health System	116	11,592	281	39,709	887	324,329	23	1,832
University/Academic Med Center	68	19,370	-	-	67	24,346	28	821
Community Health Center	-	-	21	3,380	108	26,698	-	-
Other	102	69,565	-	-	-	-	-	-
TOTAL	286	100,527	335	49,177	1,715	612,927	56	3,099

Survey Mode

As shown in Table 4-4, the vast majority of the surveys submitted to the CAHPS Database were collected using mail as the primary mode of survey administration. Web/Internet accounted for the second largest number of survey completes. The phone survey mode accounted for the fewest number of completes for this set of submitted data.

Table 4-4. Distribution of Practice Site Counts and Total Survey Completes by Survey Mode

Survey Mode	12-Month Adult		12-Month Adult PCMH		Visit Adult		12-month Child/ PCMH Combined	
	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes	Practice Site Count	Total Survey Completes
Missing	-	-	-	-	-	-	-	-
Mail	124	75,854	246	44,058	1,521	525,730	20	2,007
Phone	143	1,608	91	5,241	142	22,039	-	-
IVR	160	22,214	-	-	33	12,287	37	1,169
Web/Internet	89	851	-	-	179	53,266	-	-
TOTAL	516	100,527	337	49,299	1,875	613,322	57	3,176

5. COMPARATIVE RESULTS BY SURVEY VERSION

This section presents a summary of comparative results for each CG-CAHPS survey version included in the 2012 CG-CAHPS Database. Results are presented in the form of bar charts that graphically show the distribution of scores for the core composites, provider ratings, and supplemental composites where applicable.

The bar charts are composed of colored segments that show the percentage of responses in each of the response categories. For questions and composites based on 4-point response scales (i.e., "always", "usually", "sometimes", "never"), the bottom segment combines the two lowest response categories (i.e., "sometimes" and "never").

The bar charts show the overall national distribution of responses, and then show response distributions for selected practice site characteristics. Users can compare their own results to the relevant bar charts, in order to identify performance strengths as well as opportunities for improvement.

All results presented in these charts are calculated at the respondent level. Survey results are presented in the following order:

12-month Adult 2.0 (4pt)

- Getting Timely Appointments, Care, and Information
- How Well Providers Communicate with Patients
- Helpful, Courteous, and Respectful Office Staff
- Patients' Rating of the Provider

12-Month Adult PCMH 2.0 (4pt)

- Getting Timely Appointments, Care, and Information
- How Well Providers Communicate with Patients
- Helpful, Courteous, and Respectful Office Staff
- Patients' Rating of the Provider
- Providers Support You In Taking Care of Your Own Health
- Providers Pay Attention to Your Mental or Emotional Health
- Providers Discuss Medication Decisions

12-Month Child/PCMH Combined 2.0 (4pt)*

- Getting Timely Appointments, Care, and Information
- How Well Providers Communicate with Patients
- Helpful, Courteous, and Respectful Office Staff
- Provider's Attention to Your Child's Growth and Development
- Provider's Advice on Keeping Your Child Safe and Healthy
- Patients' Rating of the Provider
- Providers Support You in Taking Care of Your Child's Health

Visit Adult 2.0

- Getting Timely Appointments, Care, and Information
- How Well Providers Communicate with Patients
- Helpful, Courteous, and Respectful Office Staff
- Patients' Rating of the Provider
- Willingness to Recommend the Provider's Office

As noted earlier, detailed results for each question item are available through the CG-CAHPS Database Online Reporting System at

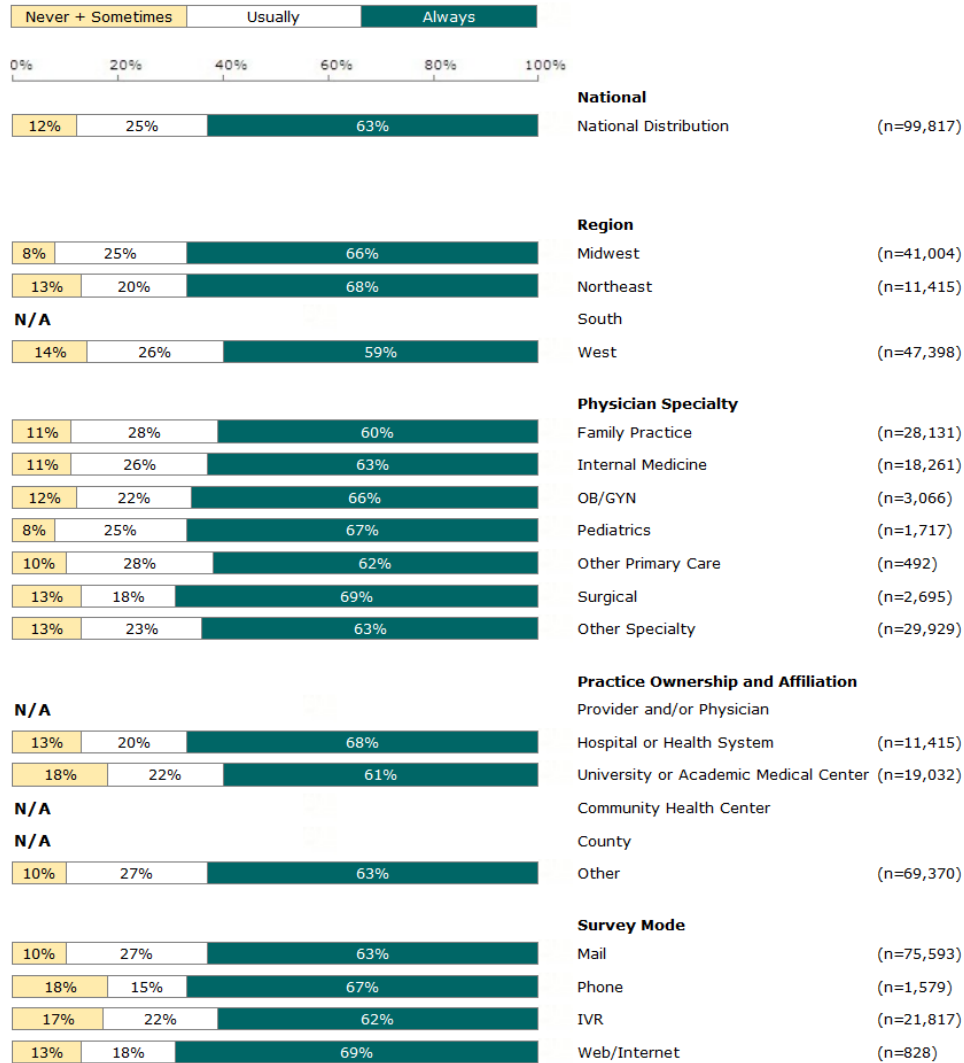
https://cahpsdatabase.ahrq.gov/CAHPSIDB/Public/CG/CG_About.aspx.

*Note that results for the 12-Month Child 4-point Survey have been combined with the 12-Month Child 4-point Survey with PCMH Supplemental Items, since the number of surveys submitted separately were not sufficient to construct meaningful benchmark comparisons.

12-month Adult 2.0 (4pt)

Getting Timely Appointments, Care, and Information

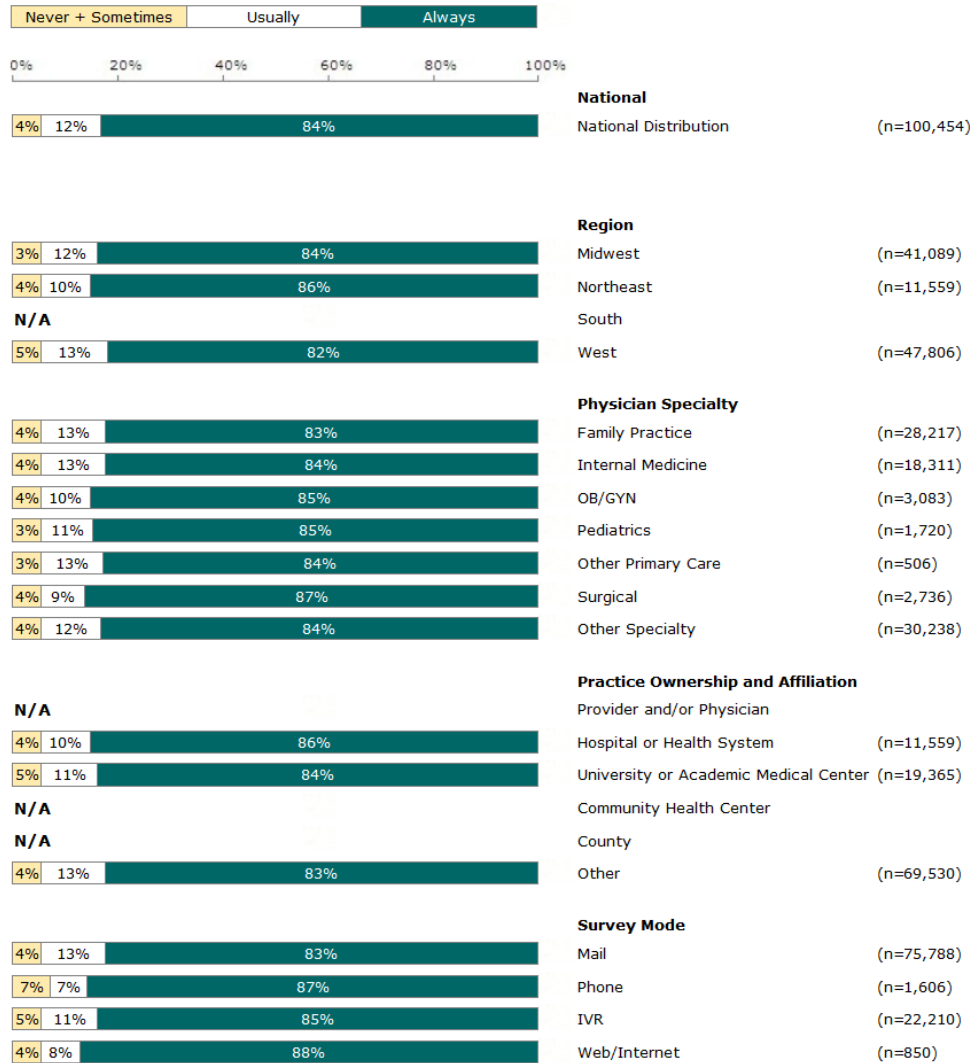
Combines responses from five questions regarding how much of a problem, if any, consumers had with various aspects of getting timely care.



12-month Adult 2.0 (4pt)

How Well Providers Communicate with Patients

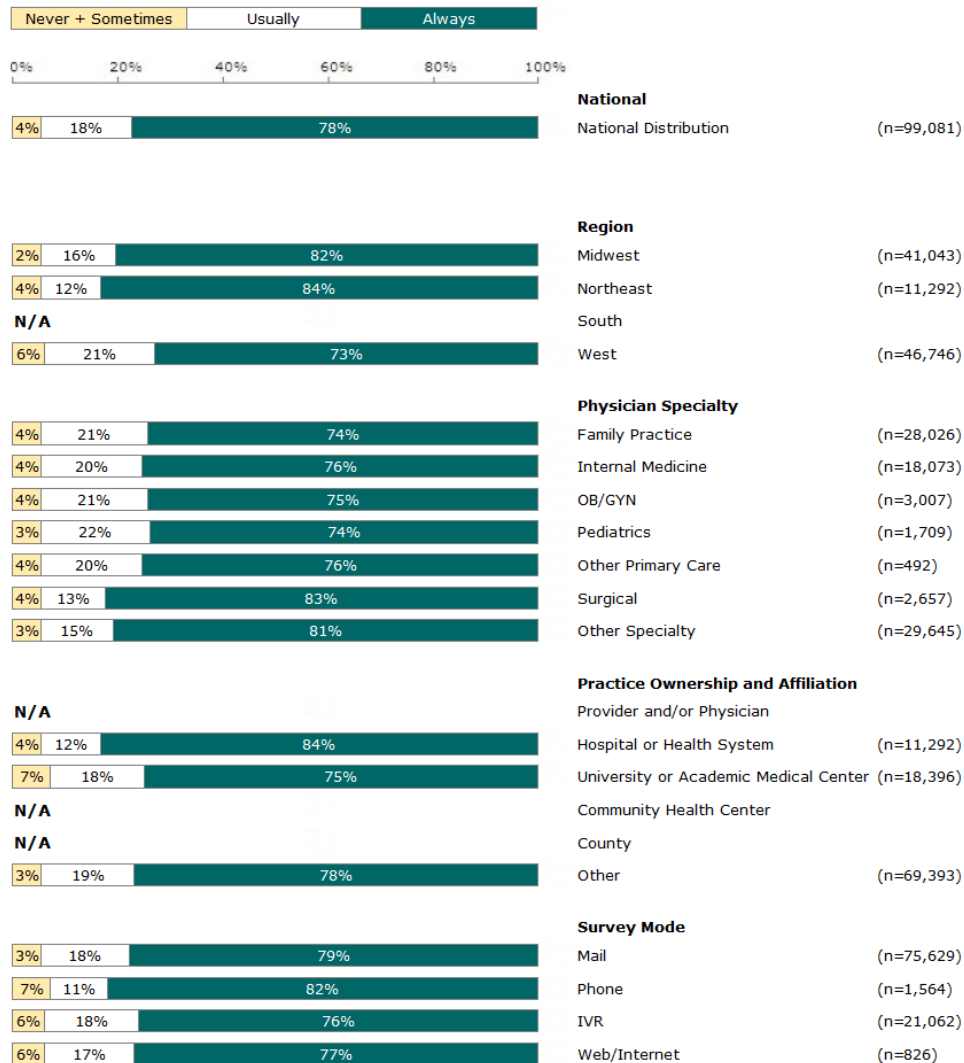
Combines responses from six questions regarding how often providers communicated well with consumers.



12-month Adult 2.0 (4pt)

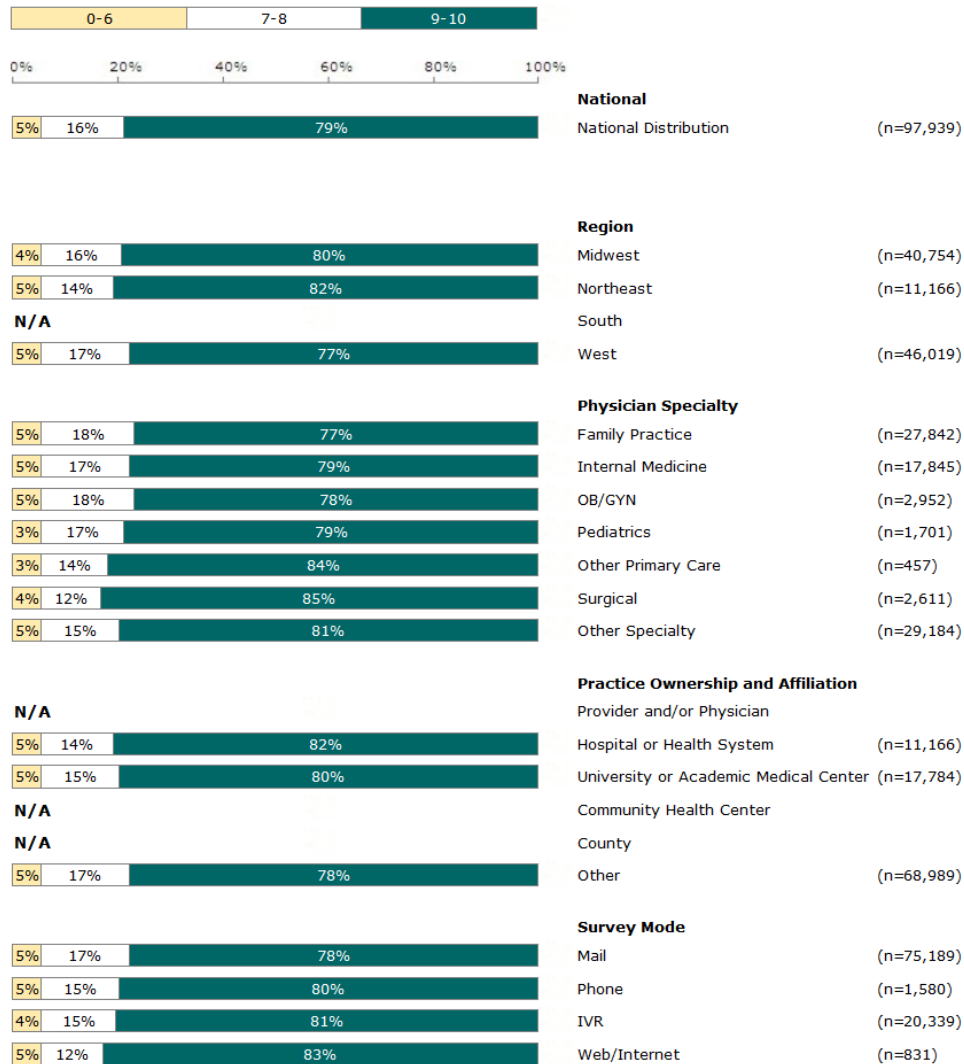
Helpful, Courteous, and Respectful Office Staff

Combines responses from two questions regarding how often staff communicated well with consumers.



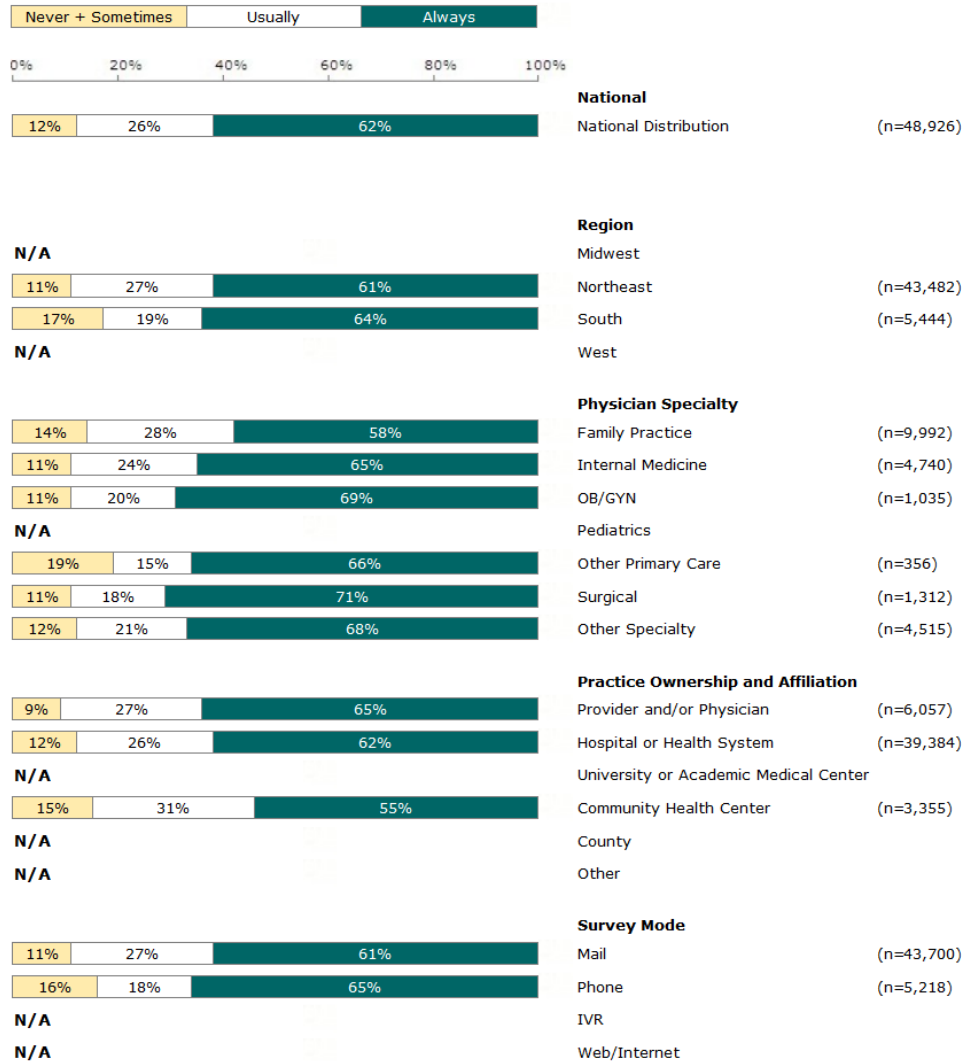
12-month Adult 2.0 (4pt)

Patients' Rating of Provider



*12-month Adult PCMH 2.0 (4pt)***Getting Timely Appointments, Care, and Information**

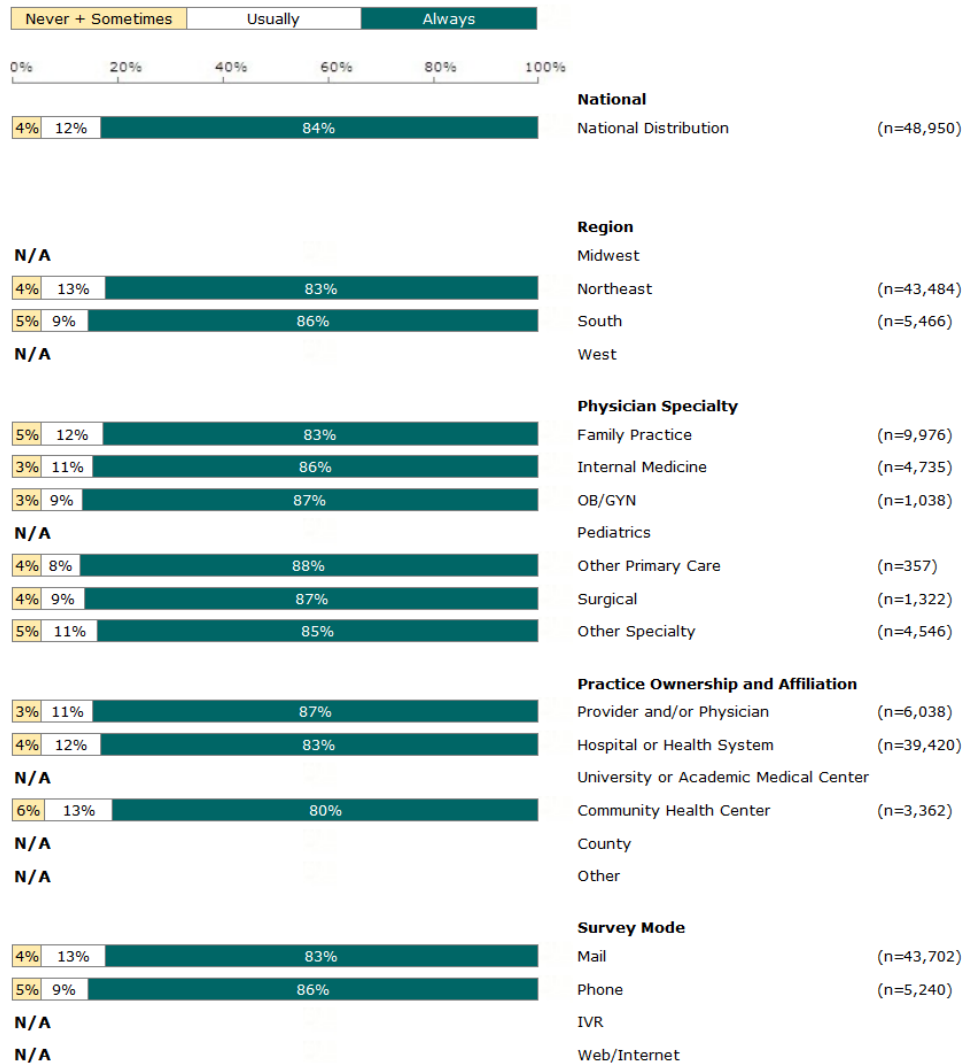
Combines responses from five questions regarding how much of a problem, if any, consumers had with various aspects of getting timely care.



12-Month Adult PCMH 2.0 (4pt)

How Well Providers Communicate with Patients

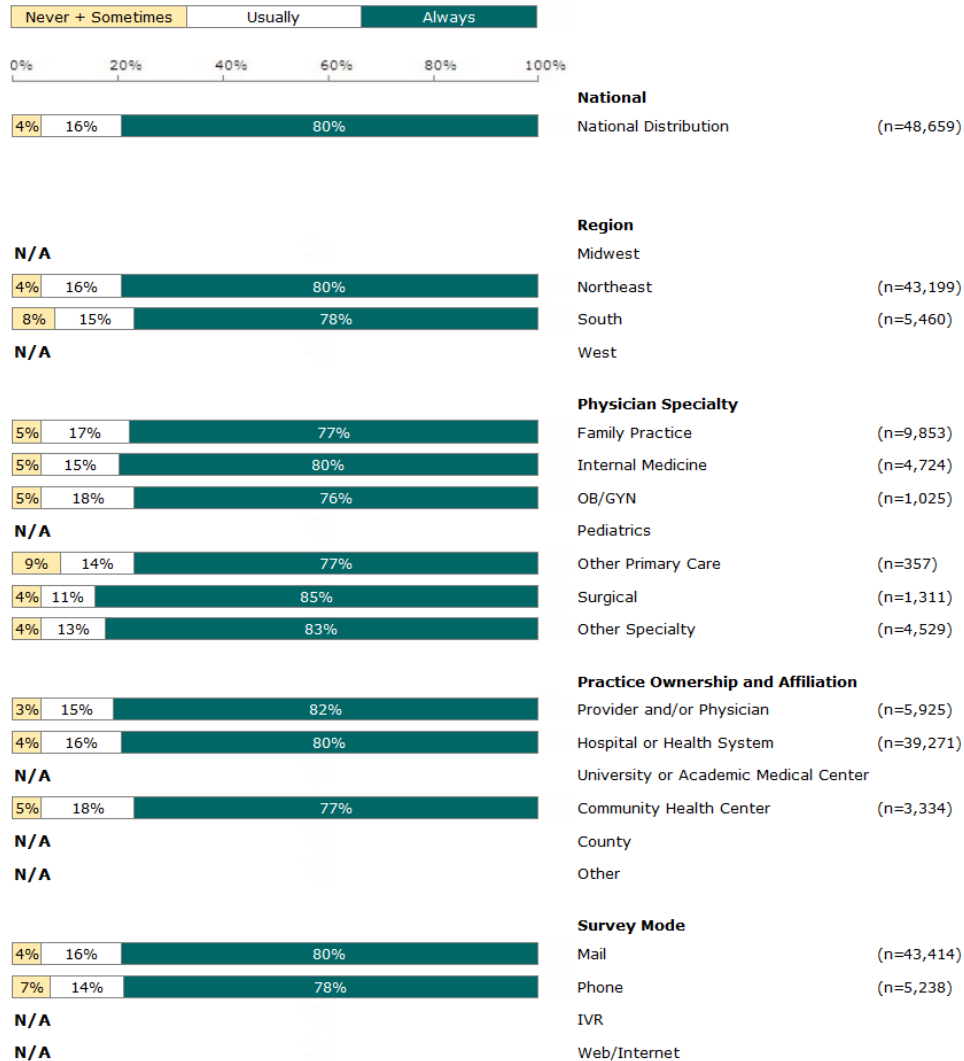
Combines responses from six questions regarding how often providers communicated well with consumers.



12-Month Adult PCMH 2.0 (4pt)

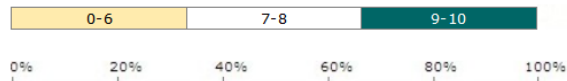
Helpful, Courteous, and Respectful Office Staff

Combines responses from two questions regarding how often staff communicated well with consumers.



12-Month Adult PCMH 2.0 (4pt)

Patients' Rating of Provider

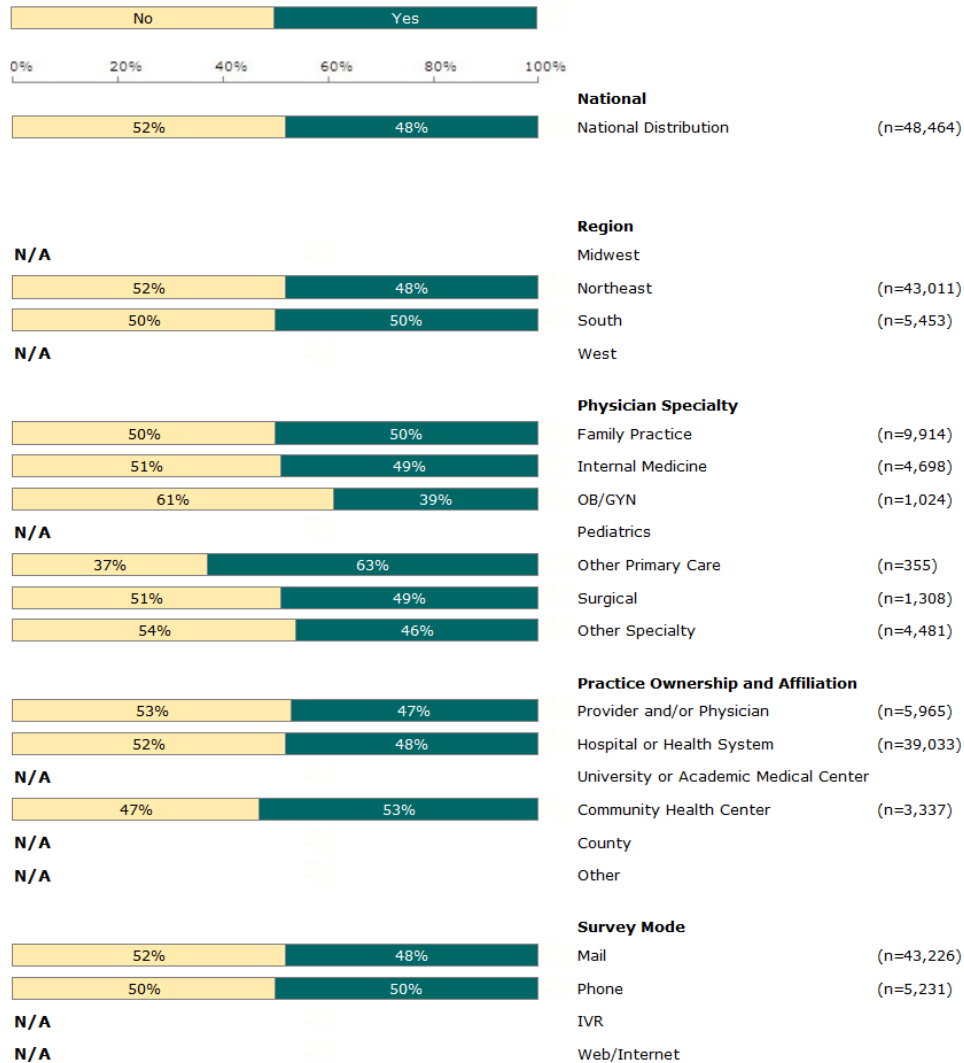


National		
	National Distribution	(n=48,483)
Region		
	Midwest	
	Northeast	(n=43,036)
	South	(n=5,447)
	West	
Physician Specialty		
	Family Practice	(n=9,904)
	Internal Medicine	(n=4,697)
	OB/GYN	(n=1,035)
	Pediatrics	
	Other Primary Care	(n=355)
	Surgical	(n=1,312)
	Other Specialty	(n=4,520)
Practice Ownership and Affiliation		
	Provider and/or Physician	(n=5,971)
	Hospital or Health System	(n=39,057)
	University or Academic Medical Center	
	Community Health Center	(n=3,326)
	County	
	Other	
Survey Mode		
	Mail	(n=43,250)
	Phone	(n=5,226)
	IVR	
	Web/Internet	

12-Month Adult PCMH 2.0 (4pt)

Providers Support You in Taking Care of Your Own Health (PCMH)

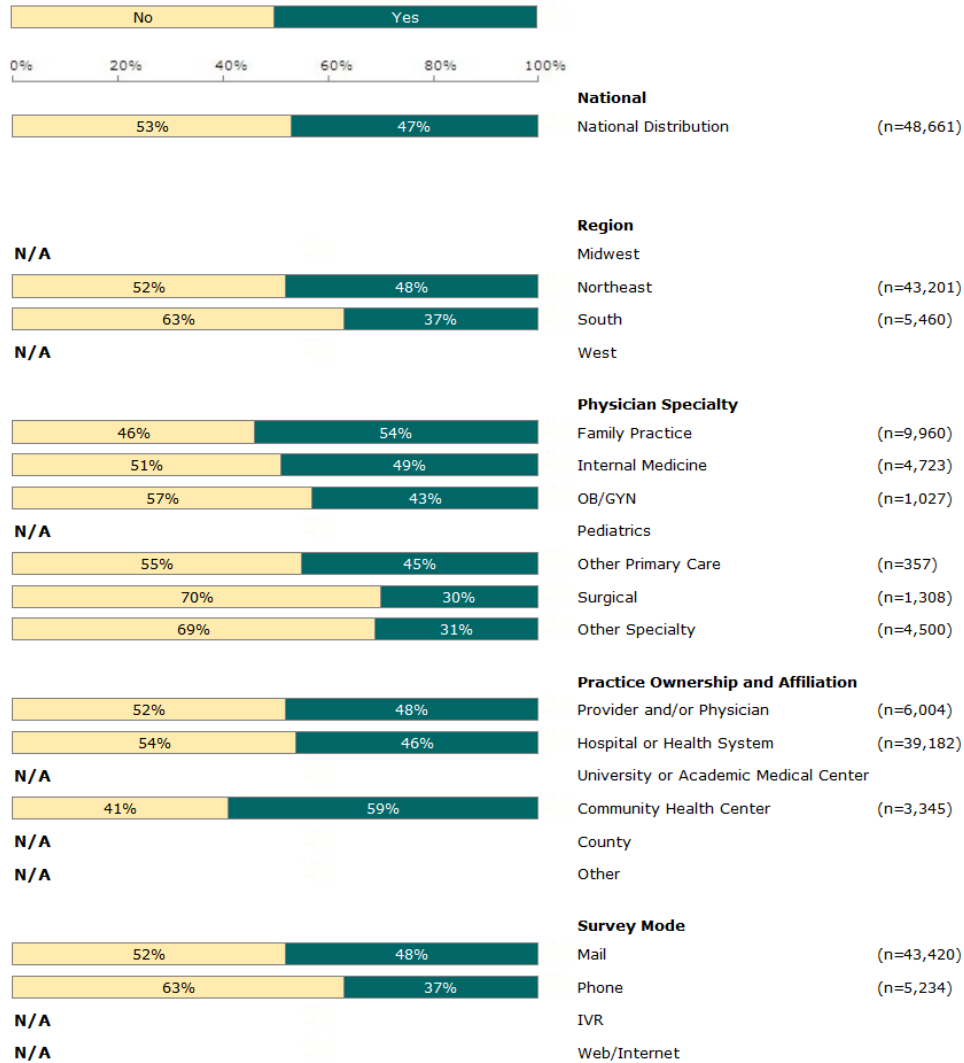
Combines responses from two questions regarding providers support in taking care of your own health.



12-Month Adult PCMH 2.0 (4pt)

Providers Pay Attention to Your Mental or Emotional Health (PCMH)

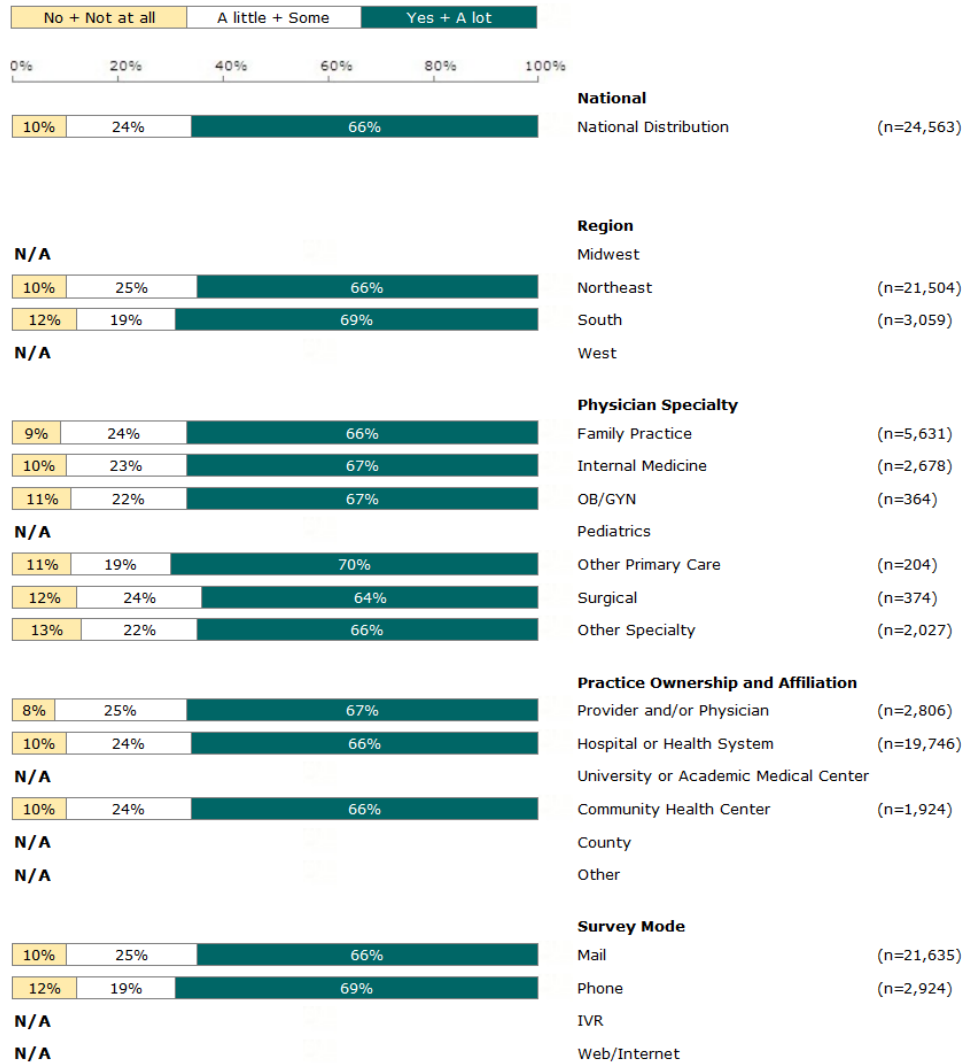
Combines responses from three questions regarding how much providers pay attention to mental or emotional health.



12-Month Adult PCMH 2.0 (4pt)

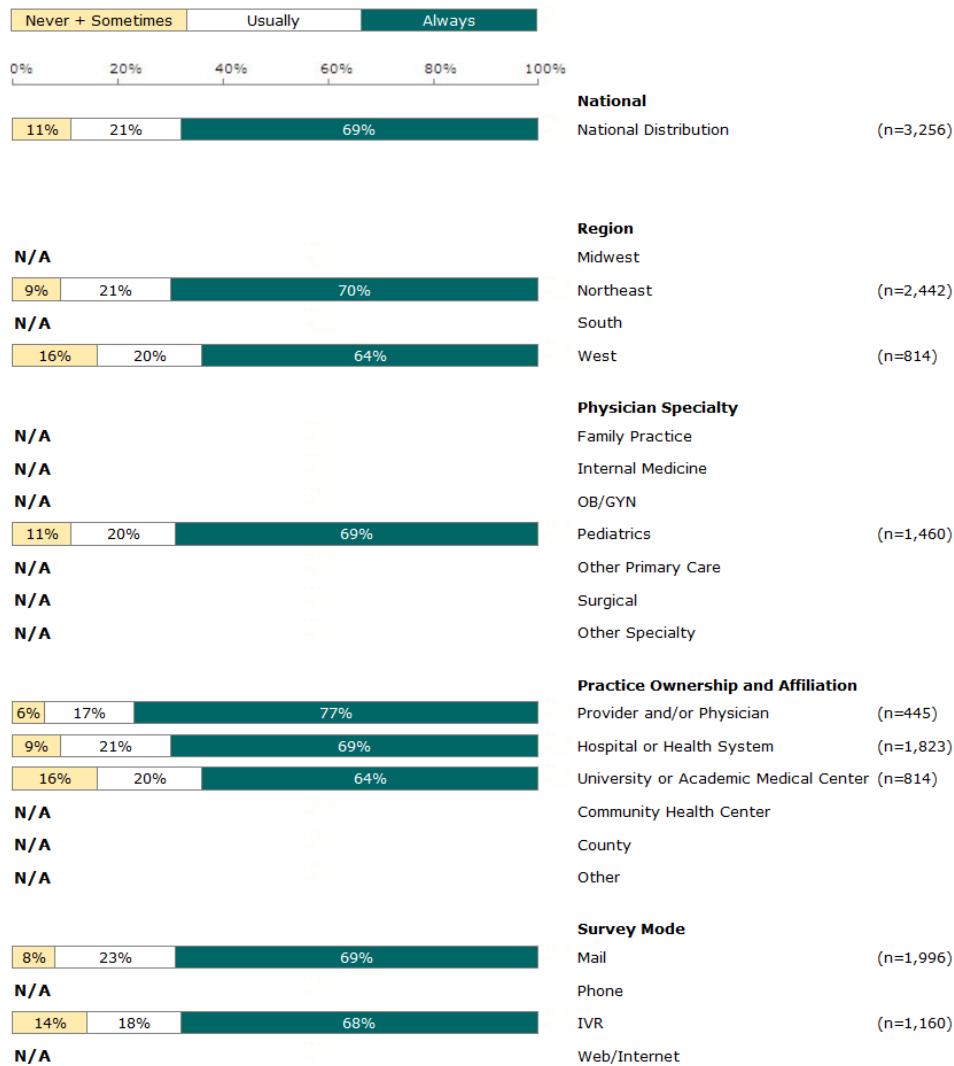
Providers Discuss Medication Decisions (PCMH)

Combines responses from three questions regarding providers discussing medication decisions.



*12-month Child/PCMH Combined 2.0 (4pt)***12-Month Child/PCMH Combined 2.0 (4pt)****Getting Timely Appointments, Care, and Information**

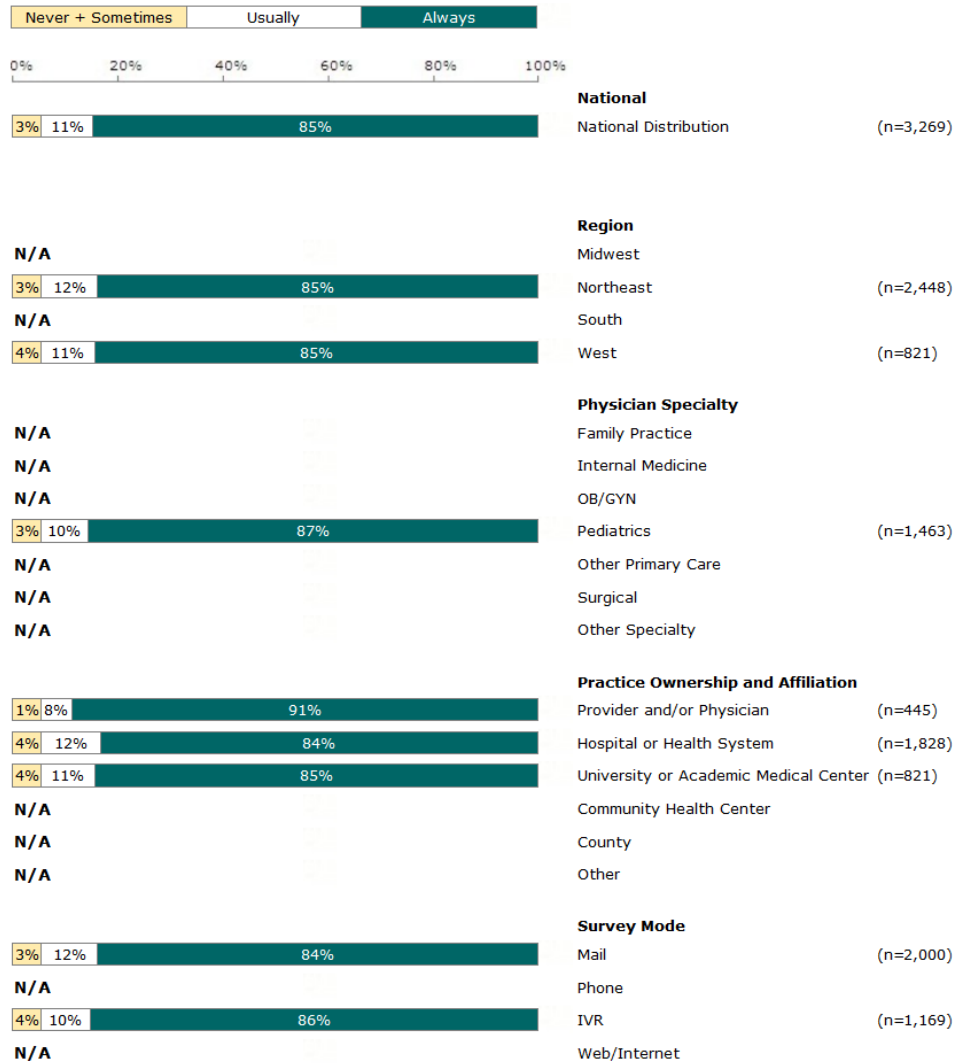
Combines responses from five questions regarding how much of a problem, if any, consumers had with various aspects of getting timely care.



12-Month Child/PCMH Combined 2.0 (4pt)

How Well Providers Communicate with Patients

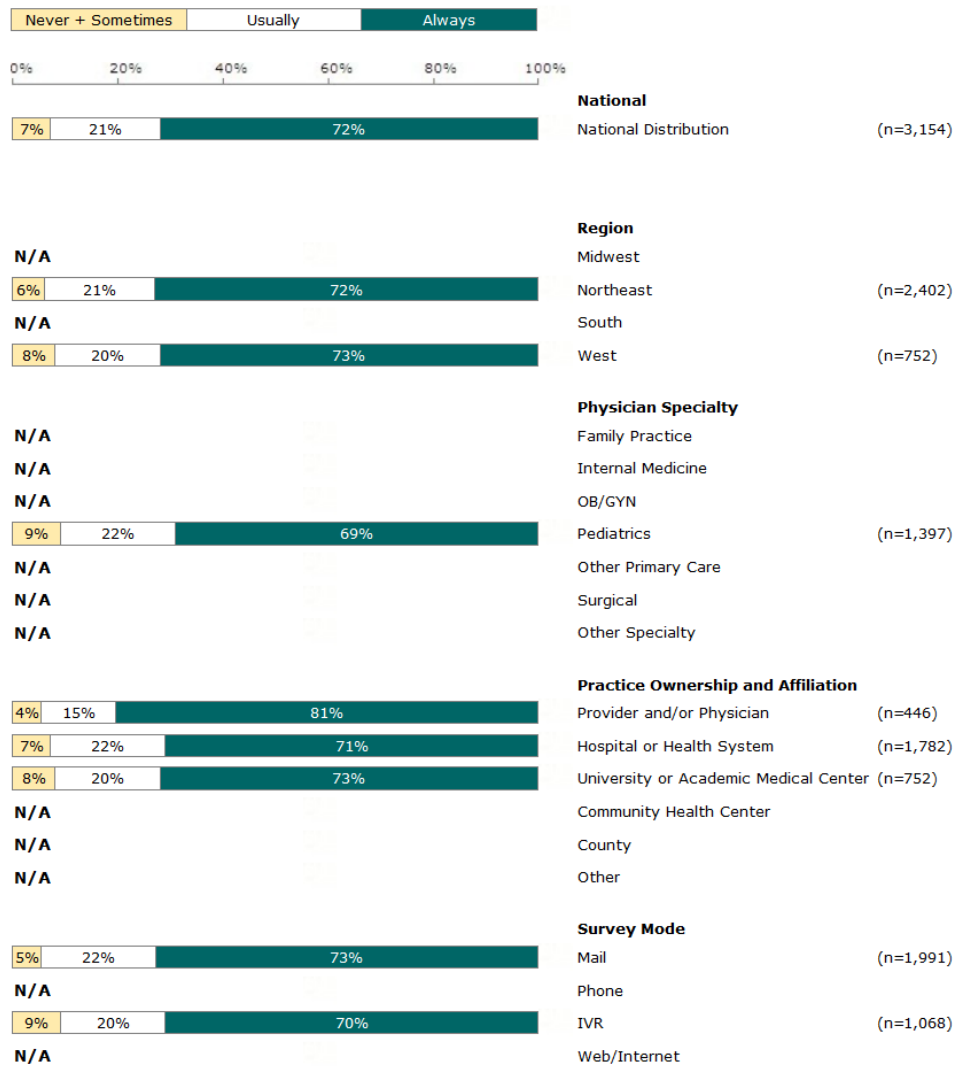
Combines responses from six questions regarding how often providers communicated well with consumers.



12-Month Child/PCMH Combined 2.0 (4pt)

Helpful, Courteous, and Respectful Office Staff

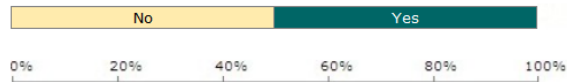
Combines responses from two questions regarding how often staff communicated well with consumers.



12-Month Child/PCMH Combined 2.0 (4pt)

Provider's Attention to Your Child's Growth and Development

Combines responses from six questions regarding how much attention was paid to the child's growth and development.



		National	
		National Distribution	(n=2,005)

		Region	
N/A		Midwest	
33%	67%	Northeast	(n=2,005)
N/A		South	
N/A		West	

		Physician Specialty	
N/A		Family Practice	
N/A		Internal Medicine	
N/A		OB/GYN	
31%	69%	Pediatrics	(n=749)
N/A		Other Primary Care	
N/A		Surgical	
N/A		Other Specialty	

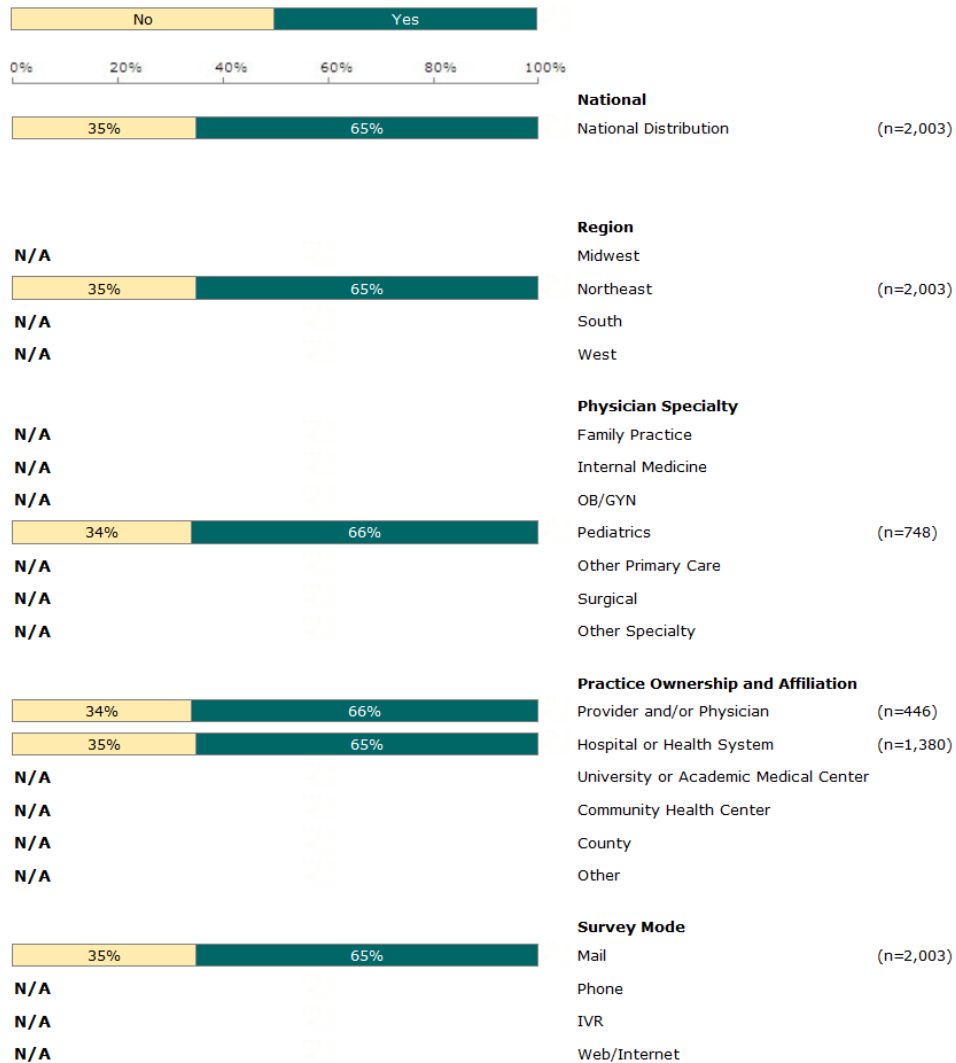
		Practice Ownership and Affiliation	
29%	71%	Provider and/or Physician	(n=446)
33%	67%	Hospital or Health System	(n=1,382)
N/A		University or Academic Medical Center	
N/A		Community Health Center	
N/A		County	
N/A		Other	

		Survey Mode	
33%	67%	Mail	(n=2,005)
N/A		Phone	
N/A		IVR	
N/A		Web/Internet	

12-Month Child/PCMH Combined 2.0 (4pt)

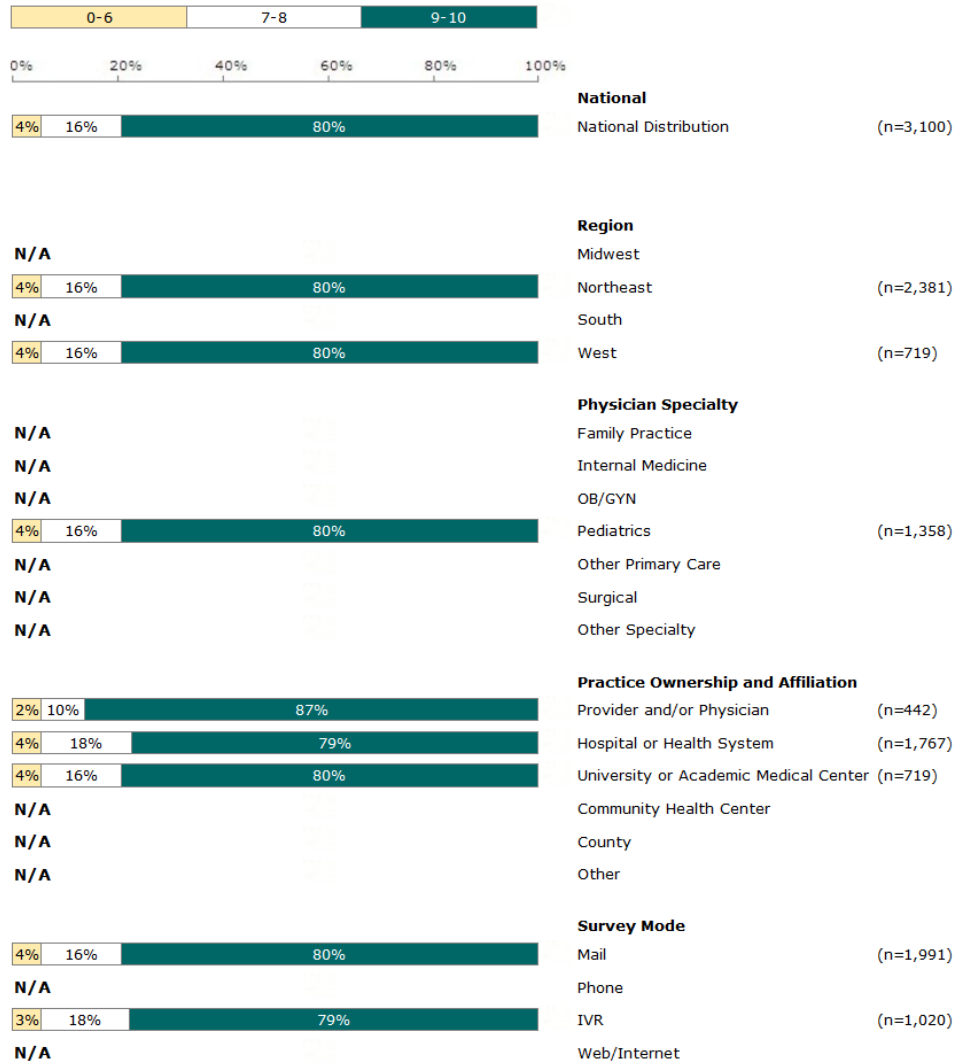
Provider's Advice on Keeping Your Child Safe and Healthy

Combines responses from five questions regarding the advice providers offered on keeping the child healthy and safe.



12-Month Child/PCMH Combined 2.0 (4pt)

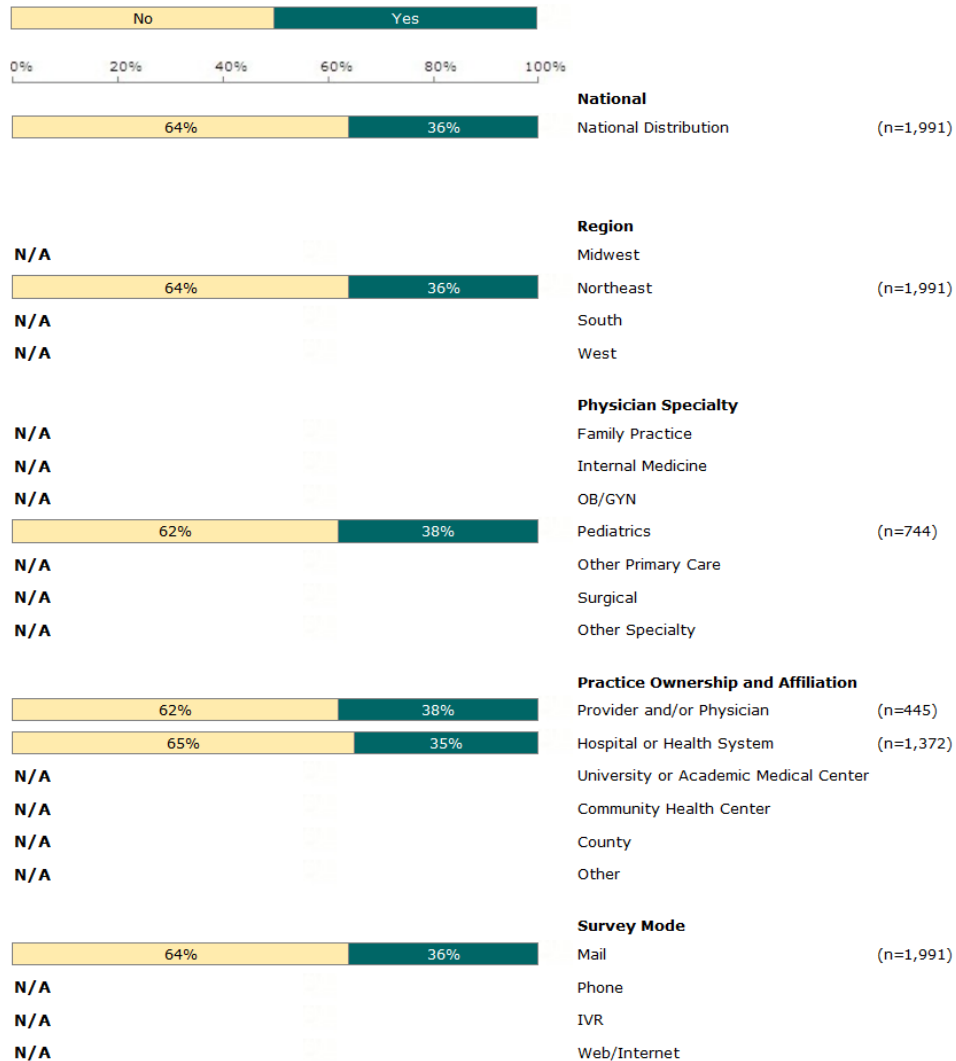
Patients' Rating of the Provider



12-Month Child/PCMH Combined 2.0 (4pt)

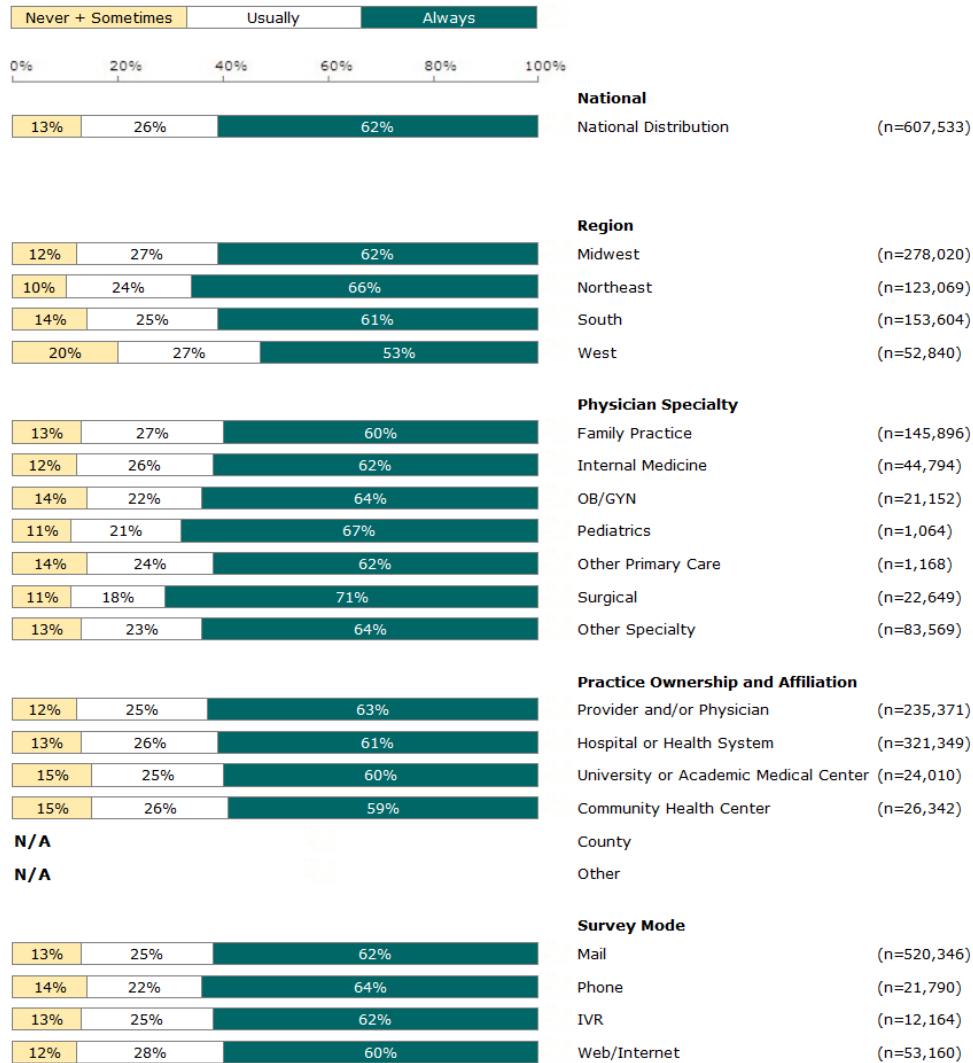
Providers Support You in Taking Care of Your Child's Health (PCMH)

Combines responses from two questions regarding providers support in taking care of your own health.



*Visit Adult 2.0***Getting Timely Appointments, Care, and Information**

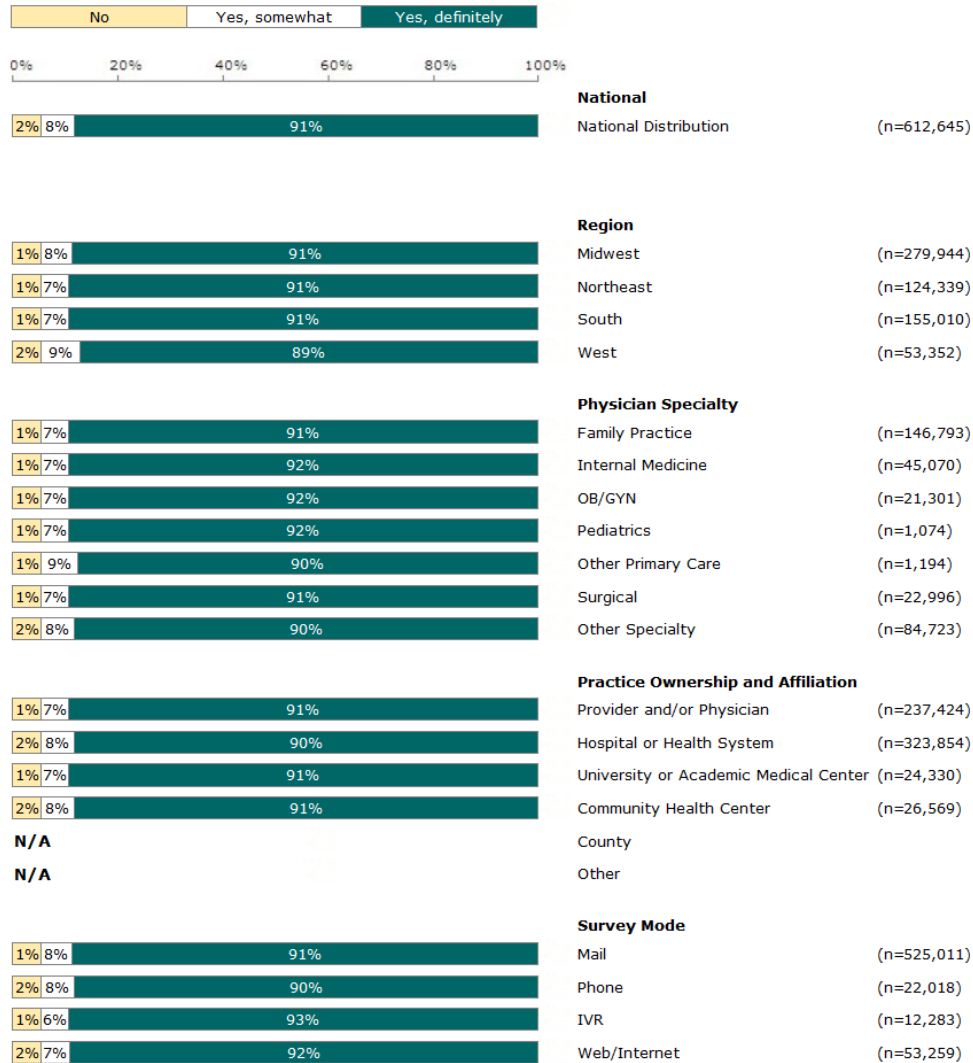
Combines responses from five questions regarding how much of a problem, if any, consumers had with various aspects of getting timely care.



Visit Adult 2.0

How Well Providers Communicate with Patients

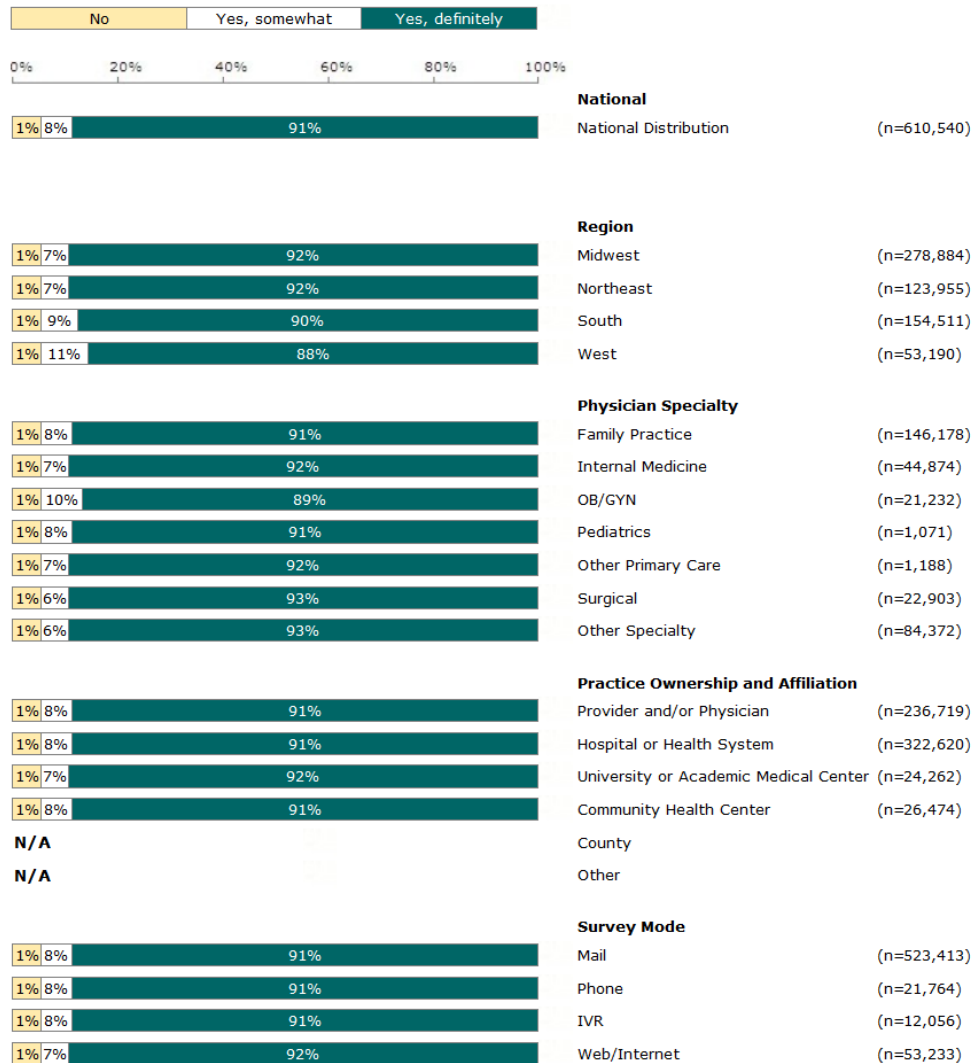
Combines responses from six questions regarding how often providers communicated well with consumers.



Visit Adult 2.0

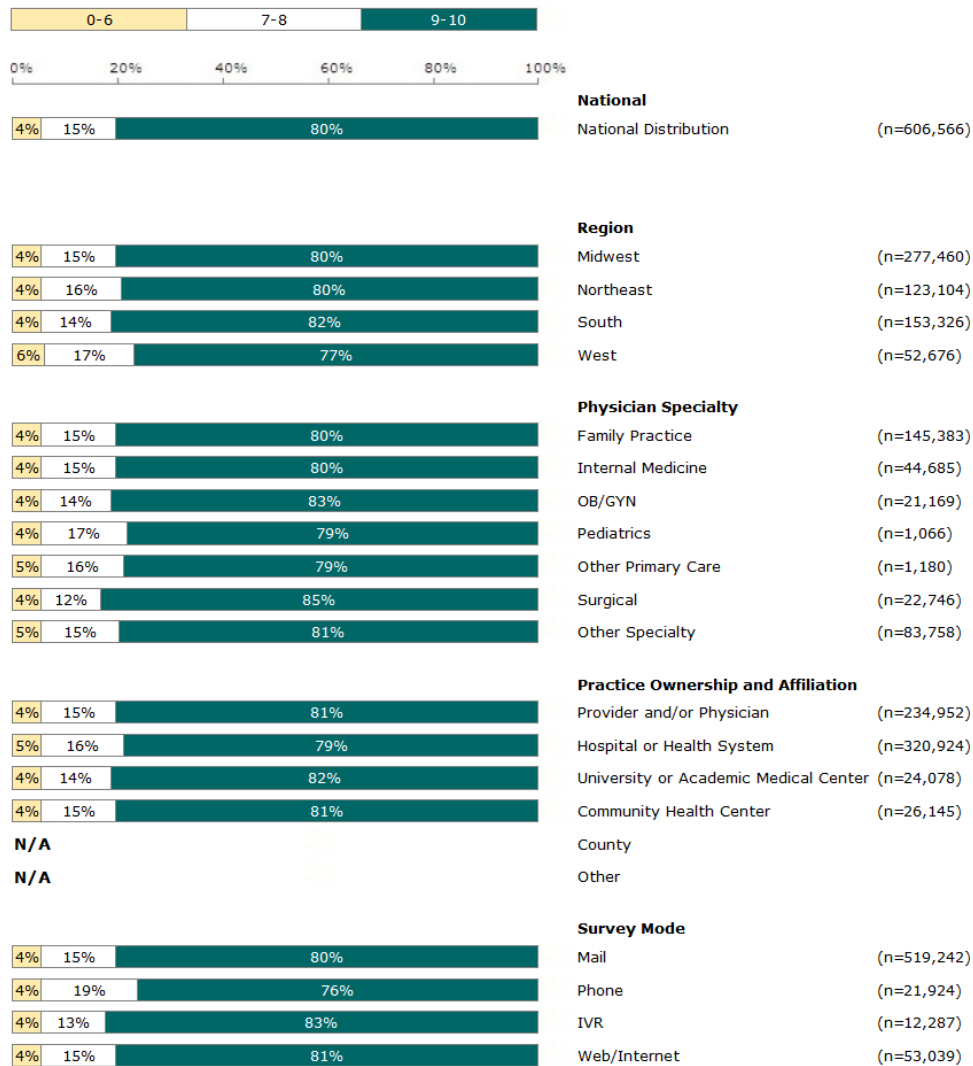
Helpful, Courteous, and Respectful Office Staff

Combines responses from two questions regarding how often staff communicated well with consumers.



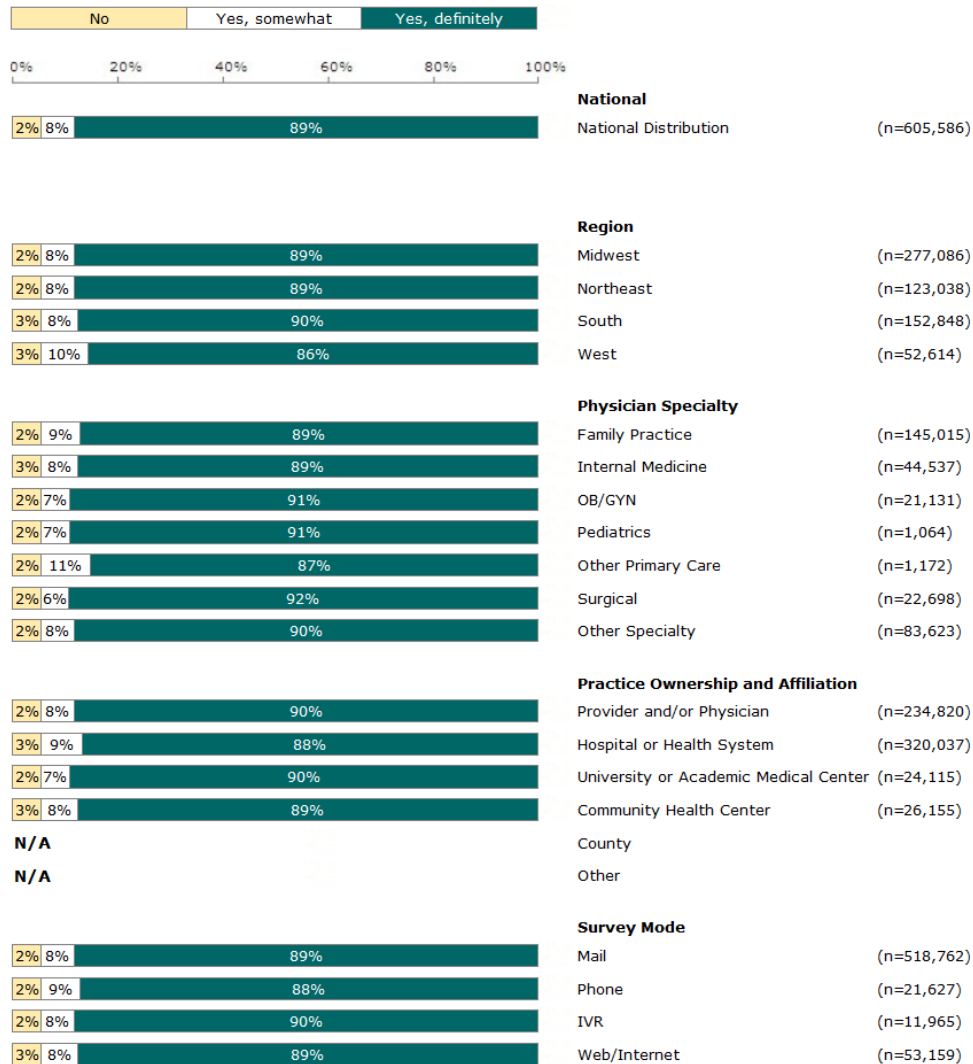
Visit Adult 2.0

Patients' Rating of the Provider



Visit Adult 2.0

Willingness to Recommend the Provider's Office



Appendix A. About the CG-CAHPS Database

CAHPS Database

The CAHPS Database is the national repository for data from selected CAHPS surveys. The primary purpose of the CAHPS Database is to facilitate comparisons of CAHPS survey results by and among survey users. This voluntary compilation of survey results from a large pool of data into a single national database enables survey users to compare their own results to relevant benchmarks (i.e., reference points such as national and regional averages). The CAHPS Database also offers an important source of primary data for research related to consumer assessments of quality as measured by CAHPS surveys.

CAHPS Clinician & Group Survey Database

The CAHPS Clinician & Group Survey (CG-CAHPS) Database is the newest component of the CAHPS Database. It was developed in response to the growing demand for comparative results for the various versions of the CG-CAHPS Survey, including the 12-month and Visit versions. In May 2011, the first set of comparative results for both the 12-month and Visit versions was released through the CAHPS Database Online Reporting System. The results for CG-CAHPS data collected in 2012 were released in August 2013.

CAHPS Database Online Reporting System

The CAHPS Database Online Reporting System is a Web-based platform for viewing CAHPS Health Plan Survey and Clinician & Group Survey results. The reporting system consists of two major components: (1) a public site available to anyone with access to the Internet and (2) a submitter's site available only to survey users that contribute data.

Public Site

The public site presents a variety of CG-CAHPS survey results such as composite measures and individual survey items, organized according to survey version and field period. Displays include the following:

- **“Top Box” Scores:** Top box scores display the percentage of respondents reporting the most positive response for a composite, rating, or question item. Top box scores are presented for several practice characteristics, such as region, physician specialty, practice ownership, and survey mode. Top box scores are also presented for the 90th, 75th, 50th, and 25th percentiles (i.e., the percentage of practice sites that scored at or below a particular top box score).
- **Frequencies:** One-way frequency tables display the distribution of scores (by percent and number of respondents) for all response options. Two-way frequency tables display the distribution of scores for all response options for selected respondent and practice characteristics.
- **Bar charts:** Bar charts display a graphical distribution of survey results that show the top, bottom, and middle response categories. Bar charts present results for the national distribution as well as for selected practice characteristics.
- **Report builder:** The report builder feature allows users to create custom reports on demand, consisting of all results of interest.

Submitter's Site

Survey users that submit data to the CG-CAHPS Database are provided access to a secure, password-protected area of the online reporting system that allows them to compare their own results to selected benchmarks. This secure site has all of the features of the public site, with the added benefit of viewing the individual group or practice site scores that have been contributed by the submitting organization. In addition, the bar chart feature on the submitter's site shows tests of statistical differences for individual practice site scores. A report manager function allows the submitter to share secure results with other users if they choose.

Research Files

Researchers may gain authorized access to de-identified data files from the CG-CAHPS Database to help answer important health services research questions related to patient experience of care as measured by CAHPS. CG-CAHPS Survey data may be granted to researchers who submit an application and sign a data use agreement that ensures the confidentiality of the data. A description of the data application process is at <https://cahpsdatabase.ahrq.gov/DataResearchers.aspx>.

Participating in the CG-CAHPS Database

Participation in the CG-CAHPS Database is free and open to all survey users on a voluntary basis. There is no charge to participate. All medical groups, practices, health systems, and survey vendors who choose to participate provide the CAHPS Database with the following:

- Respondent-level survey data
- Practice characteristics
- Other information regarding the sampled population and survey administration
- A signed Data Use Agreement

The only requirement for participation is conformance with standard data submission specifications developed for all versions of the CG-CAHPS Survey. Specifications for submitting data files and other information required for participation are available at <https://cahpsdatabase.ahrq.gov/CGDSS/login.aspx>.

Administration

The CAHPS Database is sponsored and funded by the Agency for Healthcare Research and Quality (AHRQ) and administered by Westat. Oversight and direction for the Database are provided by an Advisory Group composed of representatives of survey users from the public and private sectors as well as members of the CAHPS Consortium. Further information about the CAHPS Database is available at <https://cahpsdatabase.ahrq.gov>.

Appendix B. Definition of Regions

The regional benchmarks are calculated according to the United States Census Bureau's four official regions, as show in the following table.

Region	States
Northeast	Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Puerto Rico, Rhode Island, Vermont
Midwest	Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota, Wisconsin
South	Alabama, Arkansas, Delaware, DC, Florida, Georgia, Kentucky, Louisiana, Maryland, Mississippi, North Carolina, Oklahoma, South Carolina, Tennessee, Texas, Virginia, West Virginia
West	Alaska, Arizona, California, Colorado, Guam, Hawaii, Idaho, Montana, Nevada, New Mexico, Oregon, Utah, Washington, Wyoming

Appendix C. Definition of Specialties

The physician specialty benchmarks are grouped into seven categories as shown in the following table.

Category	Physician Specialties
Family Practice	Family Practice/Family Medicine
Internal Medicine	Internal Medicine
OB/GYN	OB/GYN or GYN
Pediatrics	Pediatrics and Internal Medicine Pediatrics
Other Primary Care	Geriatrics and General Practice
Surgical	Surgery and General Surgery
Other Specialty	Allergy/Immunology, Anesthesiology, Cardiology, Child & Adolescent Psychiatry, Dermatology, Diagnostic Radiology, Emergency Medicine, Endocrinology/Metabolism, Forensic Pathology, Gastroenterology, General Preventive Medicine, Hematology/Oncology, Medical Genetics, Nephrology, Neurology, Nuclear Medicine, Ophthalmology, Orthopedics, Other, Pathology, Physical Medicine & Rehabilitation, Psychiatry, Public Health & Rehabilitation, Pulmonary Medicine, Radiology, Rheumatology, Urology, Vascular Medicine

Appendix D. Definition of Composites and Question Items

The following tables present the question wording and response options for the composites, ratings, and individual items included in the Adult and Child versions of the CAHPS Clinician & Group Survey.

Table D-1. 12-Month Adult Questionnaire 2.0

Getting Timely Appointments, Care, and Information		
Q6	In the last 12 months, when you phoned this provider’s office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?	Response Options <ul style="list-style-type: none">● Never● Sometimes● Usually● Always
Q8	In the last 12 months, when you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed?	
Q10	In the last 12 months, when you phoned this provider’s office during regular office hours, how often did you get an answer to your medical question that same day?	
Q12	In the last 12 months, when you phoned this provider’s office after regular office hours, how often did you get an answer to your medical question as soon as you needed?	
Q13	Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did you see this provider within 15 minutes of your appointment time?	
How Well Providers Communicate With Patients		
Q14	In the last 12 months, how often did this provider explain things in a way that was easy to understand?	Response Options <ul style="list-style-type: none">● Never● Sometimes● Usually● Always
Q15	In the last 12 months, how often did this provider listen carefully to you?	
Q17	In the last 12 months, how often did this provider give you easy to understand information about these health questions or concerns?	
Q18	In the last 12 months, how often did this provider seem to know the important information about your medical history?	
Q19	In the last 12 months, how often did this provider show respect for what you had to say?	
Q20	In the last 12 months, how often did this provider spend enough time with you?	
Helpful, Courteous, and Respectful Office Staff		
Q24	In the last 12 months, how often were clerks and receptionists at this provider’s office as helpful as you thought they should be?	Response Options <ul style="list-style-type: none">● Never● Sometimes● Usually● Always
Q25	In the last 12 months, how often did clerks and receptionists at this provider’s office treat you with courtesy and respect?	

Table D-1. 12-Month Adult Questionnaire 2.0 (cont.)

Follow-up on Test Results		
Q22	In the last 12 months, when this provider ordered a blood test, x-ray, or other test for you, how often did someone from this provider's office follow up to give you those results?	Response Options <ul style="list-style-type: none">• Never• Sometimes• Usually• Always
Patients' Rating of the Provider		
Q23	Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?	Response Options <ul style="list-style-type: none">• 0-10

Table D-2. 12-Month PCMH Adult Questionnaire 2.0

Getting Timely Appointments, Care, and Information		
Q6	In the last 12 months, when you phoned this provider's office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?	Response Options <ul style="list-style-type: none">• Never• Sometimes• Usually• Always
Q9	In the last 12 months, when you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed?	
Q14	In the last 12 months, when you phoned this provider's office during regular office hours, how often did you get an answer to your medical question that same day?	
Q16	In the last 12 months, when you phoned this provider's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?	
Q18	Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did you see this provider within 15 minutes of your appointment time?	
How Well Providers Communicate With Patients		
Q19	In the last 12 months, how often did this provider explain things in a way that was easy to understand?	Response Options <ul style="list-style-type: none">• Never• Sometimes• Usually• Always
Q20	In the last 12 months, how often did this provider listen carefully to you?	
Q22	In the last 12 months, how often did this provider give you easy to understand information about these health questions or concerns?	
Q23	In the last 12 months, how often did this provider seem to know the important information about your medical history?	
Q24	In the last 12 months, how often did this provider show respect for what you had to say?	
Q25	In the last 12 months, how often did this provider spend enough time with you?	
Helpful, Courteous, and Respectful Office Staff		
Q42	In the last 12 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?	Response Options <ul style="list-style-type: none">• Never• Sometimes• Usually• Always
Q43	In the last 12 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	
Follow-up on Test Results		
Q27	In the last 12 months, when this provider ordered a blood test, x-ray, or other test for you, how often did someone from this provider's office follow up to give you those results?	Response Options <ul style="list-style-type: none">• Never• Sometimes• Usually• Always

Table D-2. 12-Month PCMH Adult Questionnaire 2.0 (cont.)

Patients' Rating of the Provider		
Q32	Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?	Response Options <ul style="list-style-type: none">● 0-10
Providers Support you in Taking Care of your Own Health		
Q35	In the last 12 months, did anyone in this provider's office talk with you about specific goals for your health?	Response Options <ul style="list-style-type: none">● Yes● No
Q36	In the last 12 months, did anyone in this provider's office ask you if there are things that make it hard for you to take care of your health?	
Providers Pay Attention to Your Mental or Emotional Health		
Q39	In the last 12 months, did anyone in this provider's office ask you if there was a period of time when you felt sad, empty, or depressed?	Response Options <ul style="list-style-type: none">● Yes● No
Q40	In the last 12 months, did you and anyone in this provider's office talk about things in your life that worry you or cause you stress?	
Q41	In the last 12 months, did you and anyone in this provider's office talk about a personal problem, family problem, alcohol use, drug use, or a mental or emotional illness?	
Providers Discuss Medication Decisions		
Q29	When you talked about starting or stopping a prescription medicine, how much did this provider talk about the reasons you might want to take a medicine?	Response Options <ul style="list-style-type: none">● Not at all● A little● Some● A lot
Q30	When you talked about starting or stopping a prescription medicine, how much did this provider talk about the reasons you might not want to take a medicine?	
Q31	When you talked about starting or stopping a prescription medicine, did this provider ask you what you thought was best for you?	Response Options <ul style="list-style-type: none">● Yes● No

2012 Chartbook: What Patients Say About Their Health Care Providers and Clinics

Table D-3. Visit Adult Questionnaire 2.0

Getting Timely Appointments, Care, and Information		
Q6	In the last 12 months, when you phoned this provider's office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?	Response Options <ul style="list-style-type: none">● Never● Sometimes● Usually● Always
Q8	In the last 12 months, when you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed?	
Q10	In the last 12 months, when you phoned this provider's office during regular office hours, how often did you get an answer to your medical question that same day?	
Q12	In the last 12 months, when you phoned this provider's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?	
Q13	Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did you see this provider within 15 minutes of your appointment time?	
How Well Providers Communicate With Patients		
Q16	During your most recent visit, did this provider explain things in a way that was easy to understand?	Response Options <ul style="list-style-type: none">● Yes, definitely● Yes, somewhat● No
Q17	During your most recent visit, did this provider listen carefully to you?	
Q19	During your most recent visit, did this provider give you easy to understand information about these health questions or concerns?	
Q20	During your most recent visit, did this provider seem to know the important information about your medical history?	
Q21	During your most recent visit, did this provider show respect for what you had to say?	
Q22	During your most recent visit, did this provider spend enough time with you?	
Helpful, Courteous, and Respectful Office Staff		
Q27	During your most recent visit, were clerks and receptionists at this provider's office as helpful as you thought they should be?	Response Options <ul style="list-style-type: none">● Yes, definitely● Yes, somewhat● No
Q28	During your most recent visit, did clerks and receptionists at this provider's office treat you with courtesy and respect?	
Follow-up on Test Results		
Q24	Did someone from this provider's office follow up to give you those results?	Response Options <ul style="list-style-type: none">● Yes● No
Patients' Rating of the Provider		
Q25	Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?	Response Options <ul style="list-style-type: none">● 0-10

Table D-3. Visit Adult Questionnaire 2.0 (cont.)

Willingness to Recommend		
Q26	Would you recommend this provider's office to your family and friends?	Response Options <ul style="list-style-type: none">• Yes, definitely• Yes, somewhat• No

2012 Chartbook: What Patients Say About Their Health Care Providers and Clinics

Table D-4. 12-Month Child Questionnaire 2.0

Getting Timely Appointments, Care, and Information		
Q13	In the last 12 months, when you phoned this provider’s office to get an appointment for care your child needed right away, how often did you get an appointment as soon as your child needed?	Response Options <ul style="list-style-type: none">● Never● Sometimes● Usually● Always
Q15	In the last 12 months, when you made an appointment for a check-up or routine care for your child with this provider, how often did you get an appointment as soon as your child needed?	
Q17	In the last 12 months, when you phoned this provider’s office during regular office hours, how often did you get an answer to your medical question that same day?	
Q19	In the last 12 months, when you phoned this provider’s office after regular office hours, how often did you get an answer to your medical question as soon as you needed?	
Q20	Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did your child see this provider within 15 minutes of his or her appointment time?	
How Well Providers Communicate With Patients		
Q21	In the last 12 months, how often did this provider explain things about your child’s health in a way that was easy to understand?	Response Options <ul style="list-style-type: none">● Never● Sometimes● Usually● Always
Q22	In the last 12 months, how often did this provider listen carefully to you?	
Q24	In the last 12 months, how often did this provider give you easy to understand information about these health questions or concerns?	
Q25	In the last 12 months, how often did this provider seem to know the important information about your child’s medical history?	
Q26	In the last 12 months, how often did this provider show respect for what you had to say?	
Q27	In the last 12 months, how often did this provider spend enough time with your child?	
Helpful, Courteous, and Respectful Office Staff		
Q42	In the last 12 months, how often were clerks and receptionists at this provider’s office as helpful as you thought they should be?	Response Options <ul style="list-style-type: none">● Never● Sometimes● Usually● Always
Q43	In the last 12 months, how often did clerks and receptionists at this provider’s office treat you with courtesy and respect?	
Follow-up on Test Results		
Q29	In the last 12 months, when this provider ordered a blood test, x-ray, or other test for your child, how often did someone from this provider’s office follow up to give you those results?	Response Options <ul style="list-style-type: none">● Never● Sometimes● Usually● Always

Table D-4. 12-Month Child Questionnaire 2.0 (cont.)

Patients' Rating of the Provider		
Q30	Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?	Response Options <ul style="list-style-type: none"> 0-10
Provider's Attention to Your Child's Growth and Development		
Q31	In the last 12 months, did you and anyone in this provider's office talk about your child's learning ability?	Response Options <ul style="list-style-type: none"> Yes No
Q32	In the last 12 months, did you and anyone in this provider's office talk about the kinds of behaviors that are normal for your child at this age?	
Q33	In the last 12 months, did you and anyone in this provider's office talk about how your child's body is growing?	
Q34	In the last 12 months, did you and anyone in this provider's office talk about your child's moods and emotions?	
Q37	In the last 12 months, did you and anyone in this provider's office talk about how much time your child spends on a computer and in front of a TV?	
Q40	In the last 12 months, did you and anyone in this provider's office talk about how your child gets along with others?	
Provider's Advice on Keeping Your Child Safe and Healthy		
Q35	In the last 12 months, did you and anyone in this provider's office talk about things you can do to keep your child from getting injured?	Response Options <ul style="list-style-type: none"> Yes No
Q36	In the last 12 months, did anyone in this provider's office give you information about how to keep your child from getting injured?	
Q38	In the last 12 months, did you and anyone in this provider's office talk about how much or what kind of food your child eats?	
Q39	In the last 12 months, did you and anyone in this provider's office talk about how much or what kind of exercise your child gets?	
Q41	In the last 12 months, did you and anyone in this provider's office talk about whether there are any problems in your household that might affect your child?	

Table D-5. 12-Month PCMH Child Questionnaire 2.0

Getting Timely Appointments, Care, and Information		
Q13	In the last 12 months, when you phoned this provider's office to get an appointment for care your child needed right away, how often did you get an appointment as soon as your child needed?	Response Options <ul style="list-style-type: none">• Never• Sometimes• Usually• Always
Q16	In the last 12 months, when you made an appointment for a check-up or routine care for your child with this provider, how often did you get an appointment as soon as your child needed?	
Q21	In the last 12 months, when you phoned this provider's office during regular office hours, how often did you get an answer to your medical question that same day?	
Q23	In the last 12 months, when you phoned this provider's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?	
Q25	Wait time includes time spent in the waiting room and exam room. In the last 12 months, how often did your child see this provider within 15 minutes of his or her appointment time?	
How Well Providers Communicate With Patients		
Q26	In the last 12 months, how often did this provider explain things about your child's health in a way that was easy to understand?	Response Options <ul style="list-style-type: none">• Never• Sometimes• Usually• Always
Q27	In the last 12 months, how often did this provider listen carefully to you?	
Q29	In the last 12 months, how often did this provider give you easy to understand information about these health questions or concerns?	
Q30	In the last 12 months, how often did this provider seem to know the important information about your child's medical history?	
Q31	In the last 12 months, how often did this provider show respect for what you had to say?	
Q32	In the last 12 months, how often did this provider spend enough time with your child?	
Helpful, Courteous, and Respectful Office Staff		
Q53	In the last 12 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?	Response Options <ul style="list-style-type: none">• Never• Sometimes• Usually• Always
Q54	In the last 12 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	
Follow-up on Test Results		
Q34	In the last 12 months, when this provider ordered a blood test, x-ray, or other test for your child, how often did someone from this provider's office follow up to give you those results?	Response Options <ul style="list-style-type: none">• Never• Sometimes• Usually• Always
Patients' Rating of the Provider		
Q35	Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?	Response Options <ul style="list-style-type: none">• 0-10

Table D-5. 12-Month PCMH Child Questionnaire 2.0 (cont.)

Provider's Attention to Your Child's Growth and Development		
Q38	In the last 12 months, did you and anyone in this provider's office talk about your child's learning ability?	Response Options <ul style="list-style-type: none">● Yes● No
Q39	In the last 12 months, did you and anyone in this provider's office talk about the kinds of behaviors that are normal for your child at this age?	
Q40	In the last 12 months, did you and anyone in this provider's office talk about how your child's body is growing?	
Q41	In the last 12 months, did you and anyone in this provider's office talk about your child's moods and emotions?	
Q44	In the last 12 months, did you and anyone in this provider's office talk about how much time your child spends on a computer and in front of a TV?	
Q47	In the last 12 months, did you and anyone in this provider's office talk about how your child gets along with others?	
Provider's Advice on Keeping Your Child Safe and Healthy		
Q42	In the last 12 months, did you and anyone in this provider's office talk about things you can do to keep your child from getting injured?	Response Options <ul style="list-style-type: none">● Yes● No
Q43	In the last 12 months, did anyone in this provider's office give you information about how to keep your child from getting injured?	
Q45	In the last 12 months, did you and anyone in this provider's office talk about how much or what kind of food your child eats?	
Q46	In the last 12 months, did you and anyone in this provider's office talk about how much or what kind of exercise your child gets?	
Q48	In the last 12 months, did you and anyone in this provider's office talk about whether there are any problems in your household that might affect your child?	
Providers Support you in Taking Care of Your Own Health		
Q49	In the last 12 months, did anyone in this provider's office talk with you about specific goals for your child's health?	Response Options <ul style="list-style-type: none">● Yes● No
Q50	In the last 12 months, did anyone in this provider's office ask you if there are things that make it hard for you to take care of your child's health?	